

GENERAL TERMS

of the contract with the end users of INTERSAT OOD - an enterprise that has the right to provides on the territory of the Republic of Bulgaria electronic communications networks and services -

distribution of radio and television programs and access to the Internet, as well as related to and additional services to them.

(amended and supplemented, effective March 26, 2019)

1. Subject and general provisions

1.1. With these General Terms and Conditions of the contract between INTERSAT OOD, with registered office and address of management: Mezdra, 21 Georgi Dimitrov Str., 1st floor, apt. 3, UIC: 816093327, hereinafter referred to as below INTERSAT and its end users and subscribers, hereinafter referred to as "USERS" the conditions and the order for granting on the territory of the Republic of Bulgaria to

electronic communications networks and services - radio and radio broadcasting services television programs and Internet access, as well as related additional services.

1.2. These General Terms and Conditions are mandatory for INTERSAT and USERS and are an integral part from the individual contract concluded between them. The general conditions are mandatory to the USERS from the moment of their acceptance. The adoption of these General conditions by USERS is carried out with the conclusion of an individual written contract.

1.3. USERS of the services can be individuals, sole traders, legal entities and others who use or have requested the use of electronic communications service provided by INTERSAT.

2. Types of services provided by INTERSAT through the NETWORK

2.1. INTERSAT provides through the NETWORK one or several of the following services:

2.1.1. Distribution of radio and television programs and additional information on the meaning of the Radio and Television Act (RTA), as a basic or additional package programs provided in unencrypted or coded form to the USERS and accepted by them by means of terminal devices (in compliance with the quality requirements according to BDS EN 50083-1, BDS EN 50083-7, BDS EN 50083-8, BDS 17224 and BDS 17265). Some programs can be additionally encrypted in order to require additional payment for their consumption.

2.1.2. Internet access via cable modem according to EURO DOCSIS standard, via LAN technology and / or wirelessly via Wi-Fi standard. The speed of the Internet access service is not guaranteed.

2.1.3. Additional services such as signal transmission, video on demand, television directory, etc. related to the implementation of electronic communications activities.

2.2. When providing the services under item 2.1. INTERSAT is obliged to ensure the quality of service determined by the following indicator values:

2.2.1. damage repair time - up to 24 (twenty four) hours;

2.2.2. time for initial connection to the network - up to 12 (twelve) hours;

2.2.3. for the services under item 2.1.2: achieved data transfer speed - maximum achieved data transfer speed - according to the selected tariff plan by

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 value of data transmission - 4/5 (four fifths) part of the declared maximum data rate according to

the tariff plan selected by the USER; standard speed deviation - 1/5 (one five) part of the announced maximum data transfer rate according to the selected tariff plan by the USER;

2.2.4. for the services under item 2.1.2: coefficient of unsuccessful attempts to transmit data - up to 0.01 %;

2.2.5. for the services under item 2.1.2: delay in data transmission (one-way) - average value of the delay in data transmission - up to 50 ms; standard deviation of the delay - up to 20 ms;

2.2.6. percentage of complaints about the correctness of the accounts - up to 0.001% of the accounts, for the correctness of the complaints filed against the total number of issued invoices;

2.3. INTERSAT, if technically possible, starts providing electronic communication services within 12 (twelve) hours from the receipt of a request from THE USER, when the USER has a physical connection to the NETWORK.

Any case of a request received from a USER for the provision of electronic communication services in which the USER does not have a physical connection to NETWORK, is considered separately, and connection may be denied in the absence of technical possibility for such.

2.4. INTERSAT activates the requested electronic communications services within 24 (twenty four) hours after the following conditions have been met: an Individual Contract has been signed for services; a physical connection to the NETWORK is established when the USER does not have such; a one-time connection fee is paid, as well as a monthly subscription due

price, according to these General Terms and Conditions and the subscription or tariff chosen by the USER plan and the price list valid for the moment of concluding the Individual contract for the prices of the electronic communication services provided by INTERSAT.

2.5. Upon activation of the service, a statement of findings and handover is drawn up - an integral part of the service contract, which contains information on the provision to USER equipment and for activating the service. The minutes shall be signed by THE USER and by a representative of INTERSAT.

2.6. 2.6. (amended and supplemented, effective from 01.10.2016) INTERSAT maintains on its Internet pages at www.intersat.bg up-to-date information, which is updated periodically, regarding the species,

the description and parameters of the offered electronic communication services, subject of these general conditions, including subscription plans, additional services, and more information related to them, in accordance with the requirements of the Electronic Act communications and other normative and administrative acts on its implementation.

2.7. INTERSAT provides the following opportunities to the USER for technical and commercial maintenance and service:

2.7.1. In the commercial sites of INTERSAT, at addresses and with working hours, published on INTERSAT website: consulting, acceptance of requests for services and technical support;

2.7.2. In the time from 08.00 to 21.30, on tel. 0910/92396 for technical support and in working hours for accepting requests for services.

2.7.3. By visiting the address of the USER after a preliminary request submitted by the same. Upon detection of malfunctions caused or admitted by the USER, the visit is charged according to the current price list.

3. Contract for providing access to the NETWORK and providing services to the USERS

3.1. The contract between INTERSAT and the USER enters into force within 7 days after its conclusion.

3.1.1. The Agreement may enter into force immediately if the USER has stated in writing his wish.

3.2. The contract shall specify:

3.2.1. identification data of the USER, as well as telephone (fax), e - mail address and address of the USER;

3.2.2. INTERSAT identification data;

3.2.3. type and description of the services that will be used by the USER;

3.2.4. term of use of the services, which is also term of the service contract;

3.2.5. prices, price packages or tariffs, as well as terms and conditions of payment;

3.2.6. conditions for extension and termination of the contract, as well as other conditions such as: penalties and indemnities related to termination of the contract, unilateral termination of the contract by the subscriber with one month notice;

3.3. Upon concluding the individual service contract, the USER is identified, as follows:

3.3.1. for natural persons Bulgarian citizens - with a valid identity document with entered: name; unified civil number (PIN); number, date and place of issue of the document for identity; permanent address on the territory of the Republic of Bulgaria.

3.3.2. for individuals - citizens of other EU countries - with a valid identity document with entered: name; number, date and place of issue of the identity document; permanent address or valid identity document of a long - term or permanent resident of Republic of Bulgaria is a citizen of an EU member state.

3.3.3. for natural persons who are citizens of non-EU countries, permanently or permanently residing in the Republic of Bulgaria - with a valid identity document with entered: name; personal number of a foreigner (PIN); number, date and place of issue of the document for identity; permanent address on the territory of the Republic of Bulgaria.

3.3.4. for legal entities, sole traders and other organizations - certificate for current status issued by a competent authority not earlier than 6 (six) months before its provision, unique identification code (UIC), BULSTAT register code, and where applicable, identification number for the purposes of the Value Added Tax Act value.

3.4. Collection and processing of personal data:

3.4.1. Upon concluding the service contract, INTERSAT has the right to request other documents, necessary for the conclusion of the individual service contract, as well as data necessary for issuance of monthly invoices for the amounts due by the USER. The documents can be used by INTERSAT only for the realization of rights and fulfillment of obligations under these General Terms and Conditions and the contract and in accordance with the requirements of the law and these General Terms and Conditions. INTERSAT will not require from the USER documents that are not related to the provision, use or termination of use of services.

3.4.2. . In the collection, processing, use and storage of provided by USER personal data, INTERSAT is obliged to comply with all provided in the Bulgarian legislation obligations to protect them, including Regulation (EU) 2016/679 of European Parliament and of the Council of 27 April 2016. Concerning the protection of individuals in connection with the processing of personal data and on the free movement of such data and for repealing Directive 95/46 / EC (the "General Data Protection Regulation"), the WEU, the protection of personal data and by-laws on their application. INTERSAT processes the personal data of the subscribers according to the "Privacy Policy of INTERSAT, published on the company's website.

3.4.3. INTERSAT has the right to provide appropriate collected, processed and stored for the purposes of providing the data services of the USER to third parties - administrators or personal data operators within the meaning of the Personal Data Protection Act, in order to concluding Service Contracts, preparation of credit assessment, determination of credit limit and / or collection of receivables - amounts due on invoices for the ones used by the USER services. The provision of data to third parties is carried out in accordance with the Bulgarian legislation, including Regulation (EU) 2016/679 of the European Parliament and of the Council of 27.04.2016 Regarding the protection of individuals in connection with the processing of personal data and on the free movement of such data and repealing Directive 95/46 / EC

("General Regulation on Personal Data Protection"), the LEC, the Personal Data Protection Act and "INTERSAT's personal data protection policy.

3.5. INTERSAT has the right to authorize in writing third parties to conclude on its behalf service contracts with persons wishing to become USERS of the network, as well as to collect payments by USERS under service contracts on his behalf, informing existing and potential USERS in an appropriate manner for the existence of such authorization.

3.6. INTERSAT has the right to refuse to enter into a contract with a USER, in the presence of any of the following hypotheses:

3.6.1. The USER did not provide data required by INTERSAT;

3.6.2. The USER did not provide INTERSAT with the requested document certifying the authenticity of the indicated data;

3.6.3. The USER is in default of his obligation under another contract concluded with INTERSAT;

3.6.4. it is established by INTERSAT that the USER has used or allowed to be used terminal electronic communications devices or electronic communications services for illegal purposes under another contract for the provision of electronic communications services by INTERSAT;

3.6.5. in the absence of technical capability to provide the Service.

3.6.6. In the absence of a written desire expressed by the USER for the contract to enter into force immediately in the cases when INTERSAT provides terminal devices for using the service.

3.6.7. The USER has not allowed INTERSAT to his property to join the NETWORK, when such is necessary for the provision of the requested service.

3.6.8. The USER has outstanding debts to INTERSAT (incl., But not limited to monthly fees, penalties, indemnities, etc.) under already terminated contracts.

3.7. An amendment to an individual service contract is allowed in the following circumstances: 3.7.1. amendment of the contract may be requested by either party within the term of its validity;

3.7.2. amendment of the contract may be made in the presence of force majeure, in change of the legislation or at the order of a competent state body, acting within the competence given to him by law;

3.7.3. the parties may amend the contracts only with additional ones written agreements that become an integral part of the service contract.

3.8. The service contract between the USER and INTERSAT can be concluded with or without a certain period.

3.8.1. When the contract is concluded with a certain term, after the expiration of the term the contract it is automatically converted to indefinite without changing its terms.

3.8.2. When the contract is concluded with a certain term, it can be extended for a new term only with the express written consent of the USER.

3.8.3. The maximum term of the contract is 2 (two) years.

3.8.4. When a service is offered with a contract with a term under item 3.8.3., Then INTERSAT provides possibility to conclude a contract for the same service with a term of 1 (one) year.

3.9. The service contract between the USER and INTERSAT is terminated by one of the following ways:

3.9.1. By mutual consent expressed in writing by the parties;

3.9.2. Unilaterally, without notice from INTERSAT in any of the following cases:

3.9.2.1. in case of non-fulfillment of any of the obligations of the USER under item 11.4., item 9.1.2. and item 9.1.3. of these General Terms and Conditions;

3.9.2.2. if it is established that the service (s) provided are being used in breach of the applicable Bulgarian, European and / or international legislation;

3.9.2.3. if it is established that the USER does not use the service for his own needs, a provides services through it to third parties;

3.9.2.4. under the hypothesis of item 3.6.7., when this lasts more than 30 (thirty) days; 3.9.3. Immediately in case of force majeure;

3.9.4. Immediately by virtue of an act of a competent state body;

3.9.5. The contract is terminated upon initiation of liquidation proceedings or insolvency in respect of a consumer - legal entity. The contract is being terminated in the event of the death of a consumer, when the latter is a natural person. In the latter case, the heirs are legally responsible for the obligations of the deceased consumer according to their shares in the estate.

3.9.6. The contract may be terminated with one month's notice by either party and without there is a default by the other party.

3.9.7. The USER may terminate the contract unilaterally within the term under item 3.1. except c the cases of application of item 3.1.1. of these General Terms and Conditions.

3.9.8. The USER can terminate the contract without charging penalties for the service provided, in case the service is provided to the user below the minimum defined under item 2.2. quality levels, if the conditions under item 7.2 are met. of the present General terms.

3.10. USERS may transfer to third parties all or part of the rights and / or its obligations under the contract concluded by the order of this item 3. with INTERSAT, only if INTERSAT is has given his express written consent in advance to carry out the transfer, except unless otherwise provided in the contract.

3.11. Temporary suspension of service is performed at the explicit written request of the USER under the following conditions:

3.11.1. the temporary suspension is for a period of not less than 2 (two) months and not more than 6 (six) months within one calendar year.

3.11.2. a suspension may be requested only once within a calendar year year.

3.11.3. Temporary suspension is granted only in case the USER: 3.11.3.1. is an individual.

3.11.3.2. at the time of submitting the application the service is provided indefinitely contract.

3.11.3.3. has paid all invoices and accrued liabilities except amounts accrued for the service and relevant to the period of suspension.

3.11.3.4. has paid the one - time fee determined by INTERSAT for temporary suspension of the service.

3.11.3.5. enter into a deliberate agreement to terminate the contract for the mutual service consent and return the equipment provided to him, if any.

3.12. Resumption of a temporarily suspended service shall be made upon an explicit written request of USER after the expiration of the suspension period, but not later than 6 (six) months from the date of the application for suspension.

3.12.1. In the event that at the time of recovery of a temporarily suspended service the same is not offered by INTERSAT in the form and quantity in which it was currently provided to its temporary suspension, the USER has the right to receive an equivalent other service or to waives the refund of the service without suffering sanctions.

3.12.2. Upon restoration of a temporarily suspended service, a new permanent contract is concluded for the same, unless the USER expressly wishes to conclude a fixed-term contract.

3.12.3. Upon restoration of a temporarily suspended service, the USER does not owe payment to price under item 11.4.1.

3.13. INTERSAT notifies the USER of the circumstance of the expiration of the term of the individual contract not later than one month before the occurrence of the same on one of the listed methods. The choice of method is determined by the available contact information with THE USER and the technical capability of INTERSAT. Each of the listed methods has equal force and is considered to be sufficient on its own:

3.13.1. Through a short text message sent to the user's mobile number, registered in INTERSAT.

3.13.2. By e-mail sent to the user's e-mail address, registered in INTERSAT.

3.13.3. By phone call from an operator or automatic notification of a fixed or mobile phone of the user registered in INTERSAT.

4. NETWORK equipment and management

4.1. INTERSAT provides to the USER for the term of the Individual service contract equipment, which is described in detail in the Statement of Findings for provided equipment - part of the individual service contract. The equipment is provided to the USER standardized interfaces for connection of terminal devices for using the service.

4.2. The USER provides at his own expense the necessary power supply and terminals electronic communications devices required for the use of the services (eg computer, TV, TV set for the Internet access service).

4.3. The transfer and acceptance of the equipment provided by INTERSAT under item 4.1. becomes with signing of the Statement of Findings for equipment provided by INTERSAT and CONSUMER.

4.4. For the term of the individual service contract, the provided equipment remains exclusive property of INTERSAT, regardless of the manner of its attachment to the premises of the USER.

4.5. The USER has no right to make claims or to exercise the right to detention or set-off with their claims on the equipment.

4.6. The USER is responsible at his own expense for providing the necessary premises, power supply and other conditions that ensure the proper operation of the equipment. The USER is also responsible for the safety of operation of equipment after installation. The USER undertakes to comply with all given by INTERSAT instructions regarding the storage and use of the equipment, and if

such are not given, to take care of him at least as he takes care of his property.

4.7. Any damage to the equipment from improper operation, whatever be it accidental events, force majeure, theft or assault by employees of The USER or by persons from his household or third parties are removed at the expense of the USER.

4.8. Throughout the term of the contract, the equipment remains under logical control of INTERSAT, and the same has the right to remotely make the necessary changes to equipment settings.

4.8.1. The USER has no right to repair, replace, readjust, move or any other way to change any part of the equipment without prior notice written permission from INTERSAT.

4.8.2. The USER has no right to use the equipment provided to him for purposes other than using the services provided to him by INTERSAT.

4.8.3. If it is necessary to replace the provided equipment, it is performed only by persons authorized by INTERSAT and only after the USER provides during working hours access to equipment.

4.9. The USER undertakes to return immediately to INTERSAT what is provided equipment upon termination of the individual service contract in the condition in which it is received, taking into account the normal obsolescence for the period of use.

4.10. When INTERSAT provides as part of a service the opportunity for remote access to its own equipment, the USER does not acquire ownership rights to the equipment, used to provide the service, nor on the software products that INTERSAT is installed to provide the Service.

4.10.1. The USER guarantees that he has the right to use and distribute all materials, which makes it available to third parties on the Internet through the services under item 2.1.2. of INTERSAT (including, but not limited to, text, images, documents, audio and video recordings and all kinds of other materials in electronic format) with regard to intellectual property rights property, including copyrights and trademarks and releases INTERSAT from any liability in connection with their distribution.

4.10.2. The USER has no right to distribute or store materials that are not his property or has no right to use them, through any of the services and / or INTERSAT products, as well as materials that infringe the rights of third parties, as well as acts of the Bulgarian, European and / or international legislation.

4.11. Depending on the technical feasibility and significance of the respective connection (at the level of economic administrative unit "city") INTERSAT ensures its reservation so that if it fails, the traffic will be automatically redirected through the backup. The approach is applied both in data transmission and in voice transmission.

4.12. INTERSAT automatically collects information every 10 minutes about the load of all main connections in the NETWORK providing the services under item 2.1.2. When in more than 5% from the time for a period of 5 consecutive days is loaded more than 80% of the capacity of the relevant link is analyzed for traffic trends and built at discretion additional connection or increase the bandwidth of the available one.

5. Rights of INTERSAT

5.1. When providing the services under item 2 of these General Terms and Conditions, INTERSAT has the right to:

5.1.1. to receive from its USERS the respective amounts for the services provided by it in the terms specified in item 11 of these General Terms and Conditions;

5.1.2. to terminate in whole or in part the provision of the services to the USER in case of non-payment of the prices under item 11.4., as this does not release the USER from the obligation for payment of the respective monthly subscription prices, according to the one chosen by him
tariff / subscription plan;

5.1.3. to receive the benefits provided for in item 10 of these General Terms and Conditions.

5.1.4. to temporarily suspend the provision of services to USERS during the performance of preventive inspections, repairs and / or upgrades of the NETWORK;

5.1.5. of access to premises in the property of the USER in advance in writing or otherwise appropriate time specified by him, in order to build, maintain, adjust and / or
repair of the equipment from the NETWORK;

5.1.6. INTERSAT has the right to refuse the conclusion of a service contract in the cases of item 3.6. from these General Terms and Conditions.

5.1.7. to unilaterally terminate the service contract without notice in the cases under item 3.9.2 .;

5.2. For the provision of electronic communications services specified in the individual contract for services and for the purpose of lawful preparation of the documentation with the USER, INTERSAT can collect, process, use and store US users data, such as: traffic data, data related to the preparation and reliability of subscriber accounts. The data that INTERSAT collects, processes, uses and stores are:

5.2.1. traffic data required for the provision of electronic communications services for charging, for forming the accounts of the USERS, as well as proving their
reliability:

5.2.1.1. for the service under item 2.1.1. - volume of data transferred for charging purposes; 5.2.1.2. type of electronic communication service;

5.2.2. Data required for payment and formation of subscriber accounts:

5.2.2.1. subscriber data - name, PIN / personal number and address of the USER - natural person, respectively name, registered office and address of management of the USER - legal
a person or sole trader, as well as the respective UIC;

5.2.2.2. type of electronic communication services used;

5.2.2.3. total number of units of measurement (tax) accrued for the respective reporting period;

5.2.2.4. value of the services used for the respective reporting period;

5.2.2.5. information about the payment method chosen by the USER and the performed and payments due;

5.2.2.6. information about changes in the use of the service requested by the USER; 5.2.2.7. information about the settings made by the USER;

5.2.2.8. other data specified by law.

5.3. INTERSAT has the right to collect, process and use the data under item 5.2. on USERS in accordance with the legislation of the Republic of Bulgaria.

5.3.1. Notwithstanding the above provisions, INTERSAT is entitled at its discretion to provides to third parties the data collected, processed and stored by him
The user, in case there are unfulfilled due obligations of the user to INTERSAT, in order to study the property status of the consumer and his creditworthiness and / or for the purpose of collecting these due liabilities. The acceptance of these General Terms and Conditions and in particular this provision with the signature of the individual contract will be considered the consent of the user to provide data to third parties

faces.

5.4. INTERSAT has the right to make calls and send short text messages and / or e - mail of the USER for the purposes of direct marketing and advertising of their own electronic communications services, and in connection with the implementation of the obligations of the USER under the contract without the need for explicit consent of The USER for this.

5.5. INTERSAT has the right to form and offer price packages for those offered by INTERSAT services, in all cases providing the right of the USER to use services, Unbound in the package, at prices outside the price package.

5.6. INTERSAT has the right to offer discounts and / or promotions in cases where it has done so the conditions under which these discounts and / or promotions are made are publicly known. INTERSAT provides an opportunity for the provided discounts and / or promotions to be used by anyone who meets the pre-announced conditions for their provision.

5.7. INTERSAT has the right to temporarily suspend the USER's access to the NETWORK in case of registered atypical traffic, after notifying it in advance, until clarification and eliminate the reasons for his behavior and propose a settlement agreement of the incurred monetary liabilities.

5.8. INTERSAT has the right to temporarily suspend the USER's access to the NETWORK or to part from it, in case it finds that when the USER uses the Service (s) there are prerequisites for: deterioration of the quality of the services provided by INTERSAT to third parties; deterioration of the quality of services provided by other enterprises to third parties;

distribution of unsolicited electronic messages, distribution of computers viruses, using the network for unauthorized access to any other machine accessible through the network.

5.9. INTERSAT has the right to suspend the USER's access to the respective Services in case establish a violation of item 9.1.12., item 9.1.14. and / or item 9.1.15. of these General Terms and Conditions. Access to the service is refunded within 24 (twenty four) hours after removal of the violation. The payment of the monthly subscription price for the service for the period of the suspension remains due.

6. Obligations of INTERSAT 6.1. INTERSAT is obliged to:

6.1.1. to build, maintain and develop the NETWORK in accordance with the provisions of the current legislation and the standards adopted for application in the Republic of Bulgaria, such as complies with the requirements for quality of service, the requirements for electromagnetic compatibility and safety rules and technical requirements so that they are guaranteed the safety of USERS, service personnel and all other persons, both under normal operating conditions and in case of failure; as well as guaranteed the quality of services. For this purpose INTERSAT uses only technically sound electronic communication devices with assessed conformity and placed on the market, according to the current ones regulations. INTERSAT uses electronic communications devices only on the purpose and in the manner specified by the manufacturer;

6.1.2. to ensure continuous, reliable and quality operation of the NETWORK 24 (twenty - two) four) hours a day 7 (seven) days a week; INTERSAT is obliged to perform measuring and managing traffic so as to avoid overloading individual connections in network, as well as to implement targeted procedures and response measures in the event of such overload;

6.1.3. to provide services to all USERS on an equal footing and transparency;

6.1.4. not to create advantages for individual USERS or a group of them according to the categories of USERS, the volume of traffic and other conditions related to the freedom of negotiation;

6.1.5. to notify USERS in writing or otherwise in an appropriate manner at request for access to their premises;

6.1.6. to notify the USERS by publishing a message on the website of INTERSAT or in another appropriate way for interruption and deterioration of the service provided during preventive examinations, repairs and / or due to development of the NETWORK, as well as the terms of the interruption and / or the deteriorated quality of the service at least 48 (forty eight) hours before its effective interruption.

The appropriate way to notify USERS is to inform them of by post, fax, e-mail or by calling them;

6.1.7. to notify the USERS by publishing a message on the website or in any other appropriate manner as soon as possible for restrictions in the provision of services imposed by the competent authorities in exceptional circumstances or in connection with the national security and defense of the country;

6.1.8. to keep all information related to the accounts of the USERS, c for a period of at least 12 (twelve) months, except where c normative act a different term is set;

6.1.9. to provide free of charge to the USER or to a person authorized by him a detailed invoice for the services used, together with a tax invoice, as well as to provide gratuitous access to information in electronic form regarding monthly bills for the services used. The detailed invoice contains the following information:

6.1.9.1. all types of services used by the USER during the payment period; 6.1.9.2. number of services used;

6.1.9.3. total value of each type of services used;

6.1.9.4. total account amount;

6.1.9.5. amount of tax accruals on the account, expressed as a percentage of the amount of the bill and in absolute terms;

6.1.9.6. amount of deductions that may be due to the USER, according to the method of using the service, agreed between the USER and ATLANTIS SAT;

6.1.9.7. total amount due;

6.1.9.8. payment period;

6.1.9.9. possible ways to remotely pay the bill with the necessary data; 6.1.9.10. INTERSAT identification data;

6.1.9.11. address, telephone and e-mail address of INTERSAT.

6.1.10. not to provide third parties with information related to the USERS and their users actions without their consent, except in cases where INTERSAT provides it to lawful request of the respective competent authorities and in the cases under item 5.3.1 .;

6.1.11. to provide to a pre-announced on its website or otherwise appropriate way phone, information and inquiries about the terms and conditions of use of the services provided;

6.1.12. to disclose on its website or otherwise appropriate address and / or phone to receive notifications from USERS for damage and other forms of incorrect receipt of the services by keeping a register by date and time of application, reason and time for their removal;

6.1.13. to eliminate any damages in the NETWORK under normal operating conditions within the term under item 2.2.1. The term for elimination of the damage starts from the moment of writing, according to phone and / or in the office notification of the damage by the USER or by its establishment by INTERSAT, through the persons authorized for that;

6.1.14. to terminate / suspend in whole or in part the provision of the services provided for in contract terms;

6.1.15. to suspend the provision of a service at the request of the USER for a period and under the conditions of item 3.12.

1/6/16 to notify the USER of the circumstance of the expiration of the individual contract not later than one month before the occurrence of the same by the order of item 3.13.

1/6/17 To inform the USER (subscriber) in advance and in an appropriate way that he will take action against him for out-of-court collection of his due and liquid monetary liabilities, including when the services of third parties will be used for this purpose persons (credit bureaus, debt collection agencies, etc.), as required the exact name of these persons, the exact amount of the claimed monetary claims, as well as the grounds on which the latter are claimed.

7. Liability of INTERSAT

7.1. In case of delay in activating the services under item 2.1. of these General Terms and Conditions, INTERSAT owes a penalty for each day delay of 0.1% (zero whole and one percent) of one-time connection fee. The penalty shall be paid within 1 (one) month from the date of the delay. Payment of the penalty may be made by deduction of

the respective amount due from the value of the monthly subscription price for the following month, with the consent of the USER.

7.2. For unrepaired damages in the NETWORK and its facilities, or for other reasons - / deteriorated quality of the service, registered by the order of item 12.1. and confirmed by technical INTERSAT team /, as a result of which the USER could not use the services or the services are provided with deteriorated quality for more than 3 (three) days in one calendar year month, even when the days are not consecutive, the USER pays part of the due monthly subscription price proportional to the period during which he used the services. INTERSAT deducts the respective amount from the value of the monthly subscription price for the following month on the basis of received and registered notifications, according to item 6.1.13. from these General Terms and Conditions.

7.3. When INTERSAT does not notify the USERS according to item 6.1.7. or does not comply with the relevant specified term, owes a penalty of 0.1% (zero whole and one percent) of the monthly subscription price.

7.4. Overcharged amounts for provided services, penalties and the amounts of respected claims under item 7.1., Item 7.2. and item 7.3. of these General Terms and Conditions are refunded to the USER by his explicit written request. Payment can be made by deducting the relevant amount due amount of the value of the monthly subscription price for the next month.

7.5. INTERSAT is not responsible for interruption or deterioration of the quality of services due to culpable behavior of the USER, such as not allowing INTERSAT to the premises to the USER, in which facilities and / or equipment are installed; non-compliance with technical requirements and instructions of INTERSAT for use of the service, equipment or equipment, etc.

7.6. INTERSAT is not responsible in the following cases:

7.6.1. When a connection is established, passing through several electronic communication networks, INTERSAT is not responsible for the deterioration of the services provided when this is the case due to failures and malfunctions in the networks of other companies providing electronic communications services.

7.6.2. INTERSAT is not responsible in case of impossibility to provide and use the service or in case of deterioration of its quality, in case the disturbances are due to periodic or incidental tests, planned or necessary, carried out by INTERSAT and for which the consumers have been notified by the order of item 6.1.7., as well as in case of incapacity for work of THE NETWORK, the transmission medium or equipment that did not arise through the fault of INTERSAT;

7.7. INTERSAT is not responsible for the content exchanged by USERS information.

7.7.1. INTERSAT is not responsible for the storage of files, electronic messages, data and any other information of the USER, located on the servers of INTERSAT in connection with the Services provided in accordance with these General Terms and Conditions. The USER wears full responsibility for creating and maintaining backup copies of this information outside INTERSAT servers. INTERSAT is not liable for damages and omissions benefits caused by the loss of such information.

7.8. INTERSAT is not responsible for non-fulfillment of its obligations in case of emergency circumstances or reasons beyond the control of INTERSAT for the duration of the relevant period circumstance or reason.

7.8.1. When INTERSAT is affected by extraordinary circumstances or reasons, independent of it is obliged to immediately notify the USER of the circumstances and the restrictions imposed by them.

7.8.2. If the extraordinary circumstances or reasons beyond the control of INTERSAT continue more than 30 (thirty) days and the USER loses interest in continuing the action of contract, he may request termination of the same. In this case the contract is terminated immediately from the moment of receipt of the request for termination by the other party without consequences for the parties.

7.8.3. In the event of a dispute before the Court, exceptional circumstances or reasons beyond the control of the party shall be proved by the order of the Civil Procedure Code.

8. USER RIGHTS

8.1. USERS have the following rights:

8.1.1. to require the conclusion of a contract for the use of all electronic communications services offered by INTERSAT;

8.1.2. to receive the services under item 2 with parameters and quality, according to these General Terms and Conditions and the individual service contract signed between the parties;

8.1.3. to receive information and inquiries regarding the use of the services provided by INTERSAT;

8.1.4. to use services included in price packages, as well as services - not bound in a package, under prices set by INTERSAT outside the price package.

8.1.5. to inform INTERSAT about problems related to the use of the services;

8.1.6. to submit requests, complaints and proposals and to receive answers in accordance with these General conditions;

8.1.7. to address complaints and alerts to the Communications Regulation Commission concerning to the INTERSAT NETWORK and the services provided through it, in case the non-compliance is related to the terms of the Electronic Communications Act or these General Terms and Conditions of INTERSAT;

8.1.8. to receive free of charge a detailed invoice for the services used, together with tax invoice, as well as to receive free access to information in electronic form regarding the monthly bills for the used services;

8.1.9. not to receive a detailed invoice after an explicit written request.

8.1.10. give prior written consent to receive calls, messages or e-mail for the purposes of direct marketing, except for the cases under item 5.4 .;

8.1.11. to expressly disagree with future receipt of communications for the purposes of direct marketing and advertising of INTERSAT services.

8.1.12. to be informed in case of planned interruptions and in case of expected deterioration of the quality of the provided service;

8.1.13. to terminate the use of services at their own request after submitting in writing notice to INTERSAT with a term according to item 3.9.7. of these General Terms and Conditions;

1/8/14 to request reimbursement of the terminated services after payment of their obligations to INTERSAT, before the termination of the service contract due to non-payment of obligations of the USER to INTERSAT.

8.1.15. to request a temporary suspension of the electronic communications service used by them at the conditions of item 3.12. of these General Terms and Conditions.

1/8/16 to request resumption of a temporarily suspended service under the conditions of item 3.12. of these General terms.

9. Obligations of the USERS 9.1. USERS are obliged to:

9.1.1. at a time agreed in advance with INTERSAT to provide him with access to their property for the purpose construction, maintenance, adjustment, repair and / or maintenance of the NETWORK;

9.1.2. not to make changes through the terminal devices in the INTERSAT NETWORK, as well as to take good care of the provided equipment;

9.1.3. to render the necessary assistance to INTERSAT in carrying out control over the legality of the use of the offered services and fulfillment of the requirements under item 9.1.2. The control is carried out by persons authorized by INTERSAT;

9.1.4. to follow the instructions, instructions and prescriptions of INTERSAT for proper use the terminal devices and / or the equipment provided;

9.1.5. use only terminal devices with assessed conformity and placed on the market according to the current legislation;

9.1.6. not to make any changes to the terminal devices and / or provided equipment and not to include devices for which there is no express written permission from INTERSAT;

9.1.7. to pay the prices determined by INTERSAT in the manner and within the terms for payment specified in item 11. of these General Terms and Conditions. This obligation also applies to notifications and complaints submitted to INTERSAT for incorrect receipt or interruption of the services or suspension of the same under the order of item 10.6 .;

9.1.9. to notify INTERSAT within 14 (fourteen) days of any changes in the identification data under item 3.3. of these General Terms and Conditions;

9.1.10. USERS are obliged when using the services provided by INTERSAT to do not infringe any property or non-property rights and legitimate interests of third parties.

9.1.11. USERS are obliged not to perform and not to allow other persons to generate from its end device atypical traffic, through the use of the Service.

9.1.12. USERS are not allowed to provide electronic communications networks or electronic communications services, through the Services subject to these General Terms.

9.1.13. USERS undertake to use the Services in compliance with all relevant requirements contained in the individual contract, in the Bulgarian, European and international law or in individual acts of competent state organs.

1/9/14 USERS are obliged when using the Services provided by INTERSAT to do not load, do not have on an INTERSAT server, do not send or use on in any way and not to make available to third parties information, data, text, sound, files, software, music, photos, graphics, video or audio, messages,

as well as any other materials:

9.1.14.1. in contradiction and / or contrary to the Bulgarian legislation, the international acts to which the Republic of Bulgaria is a party, the applicable foreign laws, these General Terms and Conditions or good manners;

9.1.14.2. representing a trade, official or personal secret of third parties or another confidential information;

9.1.14.3. violating any property or non-property rights or legal interests of third parties, including property rights, intellectual property rights property and others;

9.1.14.4. damaging the good name of another;

9.1.14.5. capable of interrupting, hindering, disrupting or limiting the normal operation of third party software or electronic communications equipment faces.

10. RESPONSIBILITY OF USERS

10.1. USERS are liable for damages and lost profits caused to INTERSAT, immediate consequence of non-fulfillment of their obligations under these General Terms and Conditions and the concluded individual contract.

10.2. (amended and supplemented, effective from March 26, 2019) the USER agrees that in case of non-compliance with any of the obligations under items 9.1.1., 9.1.2., 9.1.3. and 9.1.12. to 9.1.14. incl., INTERSAT has the right to immediately suspend the provision of services, to exclude the USER from the NETWORK, to terminate the service contract without notice and / or refuse to enter into a new contract with him.

10.3. In case of non-payment of the amounts due by the USER in time or at non-fulfillment of the other obligations under item 9, INTERSAT shall suspend in whole or in part the provision of services.

10.4. In the cases when the USER repairs, replaces, moves or in any other way modifies any part of the equipment without prior written permission from INTERSAT, INTERSAT has the right to receive from the USER compensation for all subsequent damage, including the replacement of equipment, the value of which is indicated in deliberate acceptance-transfer protocol to the individual contract.

10.5. In case the USER allows damage, destruction, theft or the loss of the equipment provided by INTERSAT, he is obliged to pay to INTERSAT the amount indicated in item 10.4. within a period not exceeding 10 (ten) working days from the finding of the event.

10.6. USERS exercise their right to a penalty by submitting complaints to INTERSAT and complaints.

10.7. The USER negotiates on his own behalf and at his own expense the respective rights with the holder of the intellectual property rights (copyright, etc.) over the software product, ensuring the use of the provided Services.

11. Prices, reporting and method of payment for services

11.1. The prices for the services are determined and changed by INTERSAT according to the demand and offering while ensuring equality of USERS, the final categories users, the volume of traffic and other conditions specified in the Service Agreement.

11.1.1. INTERSAT forms and offers price packages, which include the offered services, in all cases the USER reserves the right to use services not linked to packages, at prices, outside the price packages;

11.1.2. INTERSAT has the right to offer discounts and / or promotions for those used by USER services under publicly known conditions;

11.1.3. INTERSAT informs USERS about prices and price packages, new services through its website at www.intersat.bg.

11.2. Payment for the service under the individual service contract can be made in number, by bank or electronically against a monthly invoice issued for amounts due. The date of issue of the invoice is the date of payment of the amounts due. Failure to receive of the accounts and / or invoices for amounts due does not release the USER from payment in defined term.

11.3. The prices for the provided services are paid:

11.3.1. in cash, in the offices of INTERSAT in the town of Mezdra, 8 Georgi Dimitrov Str .; Zverino village, st. "Vasil Levski" 1A

11.3.2. by bank transfer to a bank and to an account specified in the individual contract. When paying on prices by bank transfer, the payment is considered made from the date of crediting the account of INTERSAT with the transferred amounts.

11.4. All amounts for the provision of services are paid depending on their type and specifics, at prices according to the current price list of INTERSAT and are:

11.4.1. one - time connection price (installation price), which includes the price for opening access to the NETWORK and providing access to other services, if any requested by the USER. The one-time connection fee is paid upon activation of the service when the individual contract is signed and is not returned upon its termination.

11.4.2. for services under item 2.1.2 .: monthly subscription price, which includes the activities under maintenance of the NETWORK and is paid in advance by the date on which the paid service for the previous period preceding the month of providing the services. When conclusion of the service contract the monthly subscription price is paid on the date of concluding the contract.

11.4.3. for the services under item 2.1.1. and item 2.1.3 .: monthly subscription price, which includes the activities for maintenance of the NETWORK and is paid in advance by the 5th of the current month- calendar month of service provision. When concluding the service contract the monthly subscription price is paid proportionally for the remaining days of the month.

11.5. INTERSAT issues an individual document to the USER for received payment at payment in cash.

11.6. INTERSAT determines and changes the prices for the provided services by the order of the Law for electronic communications and its implementing acts. The prices are determined by INTERSAT at conditions of equality of the USERS, as INTERSAT has the right to determine different prices and discounts based on technology, USER class, volume of use of

service, joint voluntary use of two or more selected by the USER or complementary services and the related purchase of service packages, as in all cases provides use of unbound services in a package.

11.7. INTERSAT has the right to change the prices of the services by publishing information about each change your page on the Internet or in an accessible place for USERS, such as for example, in their offices, as well as in the offices of their partners. INTERSAT for free provides information about the prices of its services to the USERS in all its offices of

the territory in which it provides its services, as well as on its website. In case of the changed prices will be significantly increased compared to the prices agreed upon at the conclusion of the individual contract, the USER has the right to withdraw from the contract in 7 (seven) one day term from the announcement, requesting its termination by the order of the present General terms and individual contract. The provision of the previous sentence shall not apply, where the change in prices is due to an authoritative act of the Commission for the Regulation of communications or another competent authority by which this change is unilaterally imposed on INTERSAT.

12. Consideration of complaints, requests and proposals

12.1 INTERSAT accepts written complaints, requests and suggestions of the USERS in its office in Mezdra, 8 Georgi Dimitrov Str.

12.2. INTERSAT considers the submitted complaints, requests and proposals and takes an opinion on them within 30 (thirty) days from the date of their receipt.

12.3. INTERSAT keeps and keeps a register of the received applications, complaints and proposals, as well and the answers provided on them for a period of 12 (twelve) months, subject to the current rules for personal data protection.

12.4. USERS can also address complaints to the Commission for Regulation of messages related to the INTERSAT NETWORK and the services provided through it in non-compliance with the conditions of Chapter Fourteen of the Electronic Communications Act and The general conditions on the part of INTERSAT.

13. Dispute resolution

13.1. Disputes between INTERSAT and the USER are resolved through direct negotiations between them. In the event of disagreement, either party may request the assistance of The Communications Regulation Commission or refer the dispute to the competent court Bulgarian court.

14. Amendments to the General Terms and Conditions

14.1. INTERSAT may make changes to the General Terms and Conditions by publishing the amendments in The general conditions of its web pages at www.intersat.bg at least 30 (thirty) days before their entry into force.

14.2. In case of change of the General Terms and Conditions, the USER has the right to terminate the contract for services without penalty within 1 (one) month from their entry into force, except in cases where:

14.2.1. changes in the General Terms and Conditions result from the applicable legislation or from an act of Communications Regulation Commission, or

14.2.2. the amendments to the General Terms and Conditions do not affect the services used by the user.

14.3. INTERSAT provides free of charge to USERS the information about the General Terms and Conditions of its web pages at www.intersat.bg , in each of its offices and / or the offices of their trading partners, as well as in another appropriate way.

15. Ensuring security and integrity of electronic communications networks and services

15.1. INTERSAT shall immediately notify CRC of any breach of security or breach of integrity that have had a significant impact on the functioning of the networks or services.

15.2. In case of danger of breach of the security of the electronic communication networks INTERSAT notifies its subscribers in an appropriate way about the danger, about the necessary means for

its elimination, as well as the costs associated with it, where applicable.

16. Legal framework

16.1. On issues not settled by these General Terms and Conditions, the norms of the Law on electronic communications and by-laws on its implementation, Decisions and others general and individual administrative acts of the Communications Regulation Commission, the norms of the European law, having direct effect on the territory of the Republic of Bulgaria.

16.2. The General Terms and Conditions are an integral part of the individual contract signed between INTERSAT and the USER, as they are considered accepted by the latter with the fact of signing the individual contract.

16.3. USERS do not acquire any authorizations or rights to use trademarks of INTERSAT, know-how, show-how, copyright or other property or non-property rights, except as expressly agreed in these General Terms and Conditions.

17. Definitions

17.1. For the purposes of these General Terms and Conditions:

17.1.1. EXTRAORDINARY CIRCUMSTANCES - all force majeure circumstances within the meaning of Art. 306. of the Commercial Law, any objective obstacle or the so-called force majeure - circumstance (event) entirely dependent and due to unforeseeable or

unpredictable events or factors independent of the will or actions of INTERSAT and in this meaning unavoidable as: any natural disasters characteristic or not for a specific region, global or local (of national importance) accidents, incl. and fires, floods, earthquakes, thunder and magnetic storms, epidemics,

government bans (embargoes) civil unrest, strikes, riots and all kinds riots, terrorist or military actions, etc. similar as a result of which it is violated the normal social rhythm of life, respectively the possibility of unimpeded fulfillment of commitments made between two or more parties under concluded agreements;

17.1.2. CAUSES INDEPENDENT OF INTEREST - any actions, inactions or events, which INTERSAT could not overcome, despite its efforts with the care of the good merchant.

17.1.3. END DEVICES are products or part of products intended for connection to the interfaces of the public electronic communications network (personal computer, TV set, TV set, mobile phone, tablet, laptop computer, electronic games, electronic game consoles and all other devices with interfaces, allowing connection to an electronic communications network).

17.1.4. ENDED DEVICE WITH ASSESSED CONFORMITY - terminal device with assessed compliance, according to the Ordinance on the essential requirements and conformity assessment of radio equipment and telecommunications terminal equipment (Adopted by Council of Ministers Decree 175 of 7 August 2002) y., OBN., DV, par. 79 of 16 August 2002; amended, no. 115 of 2002, no. 13 of 11 February 2003). Placed on market devices are accompanied by a declaration of conformity of the manufacturer / importer and must have a Bulgarian mark of conformity "Co" and the corresponding markings. The markings may be on the packaging or the documents accompanying the device type, model, manufacturer, importer, serial number, designation of use under purpose.

17.1.5. ATYPICAL TRAFFIC is traffic whose volume significantly (more than 3 times) exceeds the volume of traffic realized in good faith in previous periods.

17.1.6 NETWORK is a set of transmission facilities and, if necessary, equipment for switching or routing and other resources used to transmit signals by wire, optical or other electromagnetic means, including fixed satellite networks (channel switched or packet switched, including

Internet) and cable electronic communications networks for the distribution of television programs, regardless of the type of information transmitted.

17.1.7. A 'server' is a device or system of connected devices on which or on any of which is installed system and / or application software for execution tasks related to the storage, processing, reception or transmission of information.

17.1.8. An IP ADDRESS is a unique identification number according to the Internet Protocol (RFC standard 791 and later) assigned to a device, website, or other resource of the USERS in a way that allows the exchange of information between this resource and other resources on the Internet using Internet Protocol.

17.1.9. INTERNET PAGE - a separate place on the Internet accessible through its unified address (URL according to RFC1738 and later) via HTTP or HTTPS protocol and containing files, programs, text, sound, picture, image, hyperlinks or others electronic materials and resources.

17.1.10. DOMAIN NAME - a name representing a string of letters and / or numbers according to the RFC 882 standard and subsequent, registered in special registers by authorized persons, through which name individualized resources on the Internet.

1/17/11 PREVENTION - a period of planned repair or monitoring of the server, as well as change of the NETWORK, during which periods of impaired quality or lack of services.

1/17/12 WORKING DAY is every day from Monday to Friday except the national and public holidays, and non-working days determined by law or by an act of the Minister advice.

18. Additional conditions

18.1. All applications, notifications, complaints, notices, communications and more correspondence between the parties related to the individual service contract should be in writing, signed by the party concerned or his representative, as such shall be sent to the address of each of the parties specified in the individual service contract. The written form is considered complied with when fulfilling the requirements of LEDES.

18.2. Regularly received (served) will be considered any notification, application, notice and other communication from one party to the other party to the address, specified in the individual contract, when the addressee party is not found at the same address for one or more visits or the country of destination, despite the notification of delivery of the letter or consignment addressed to it has not sought the same from the person performing the courier (postal) service within the term determined for that, according to the General conditions of the latter.

18.3. In case the USER has not notified INTERSAT about the change of his address for correspondence, all statements and communications sent to him shall be deemed to be regular delivered and served, if they are sent to the address specified in the individual contract.

These General Terms and Conditions contain the latest amendments and supplements to them, approved by Decision of the General Meeting of the partners in "INTERSAT" Ltd. from 20.02.2019, in force from 26.03.2019
These General Terms and Conditions are published on the website www.intersat.bg .