

What is a monthly subscription

- With monthly subscriptions you just pay your monthly fee. Depending on which option you choose **Dolphin**, **Panther** or **Butterfly**, your monthly fee is transferred into minutes, SMS and MBs or is credited onto your account for you to use as you wish.
- Included minutes, MBs and SMSs are transferred to your balance on the 1st day of each month, but you will be able to use them only if you are in active period and within the 20 days following your active period.
- Included monthly amount, minutes, SMS and MBs that have not been consumed during the current month, will not be transferred to the following month.
- The minutes, SMSs and MBs included in **Ucom** monthly subscriptions' tariff plans cannot be used when in roaming. Roaming services are charged according to roaming tariffs.
- If you use more minutes, MBs or SMSs than included in your tariff plan or if you use other **Ucom** services, you will be charged from your balance, according to your tariff plan. With **Dolphin**, **Panther** or **Butterfly** you also have extra credit to continue enjoying **Ucom** services. The higher your monthly fee, the larger your extra credit limit is. If you have been an **Ucom** customer for at least 3 months, you may apply for your credit limit review. You will just need to fill in an application form, available in any **Ucom** shop. **Ucom**, at its reasonable discretion has the right to refuse your credit limit application in case you do not satisfy solvency requirements set by **Ucom**. Where necessary, you can also decrease the credit limit set by your tariff plan up to 500 AMD, by calling 555 from your **Ucom** number. You can decrease your credit limit, if you have benefited from a "handset with monthly subscription" offer and your commitment is over. These conditions do not refer to **Ucom Unique** monthly subscription customers, so they can decrease their credit limit at any time, by calling 555 or visiting any **Ucom** shop. This option is not available for customers of **Eagle** monthly subscription.
- If you exceed your credit limit, you will be able to use only the on-net minutes, MBs and SMSs included in your tariff plan. To be able to continue using other monthly inclusions or services (including the unused off-net and international minutes included in your tariff plan) you will need to pay your monthly fee debt, if any, and recharge your account.
- As a subscriber **Ucom** Monthly subscription you can make uninterrupted session(s) (call, SMS, GPRS). For your convenience, even when your credit limit is reached during such session, **Ucom** does not interrupt the service provided to you,

and any credit limit excess will be charged from your account later. Please, note that you take the full responsibility for the payment of those debts.

- Within your account you may also include more than one **Ucom** monthly subscription, which may have different tariff plans, with one common credit limit.
- Each month you will be presented an invoice for the monthly fee and other services (if applicable) consumed during the previous month, for which the charges were made from your negative balance. The monthly fee should be paid even if you have not used the service, for example because of being absent from the country. If you wish to continue using services then you have to pay your previous month's negative balance, together with the monthly subscription fee within 20 days following your active period. If no payment is made within the above-mention period, then you enter the passive period (from the 20th of active period's following month, until the end of the latter month) during which you may only receive calls, SMSs and MMSs. Please note, that you will still need to pay monthly fee for the passive period, even though you cannot make calls, send SMS and other data. In case the above mentioned payments are not made after the end of the passive period the services provided to you (incoming and outgoing calls, incoming and outgoing SMSs, data transfer) will be ceased. In this case you will have one more month, during which you can pay the accrued debt and reactivate the services. You will also be charged penalty for outstanding payments delay.
- For staying loyal to **Ucom** for 12 months and more, subscribers of Dolphin, Butterfly, Panther 4000 and higher tariff plans will get **60 free minutes** monthly to call all other networks. **Ucom** monthly subscribers will be deemed loyal, if they have been a subscriber of any of the tariff plans of **Butterfly**, **Dolphin** or **Panther** monthly subscriptions for at least 12 months, have paid all monthly fees fully and without delay and don't have any ongoing commitments.