

Kindly you that, due to amendments to the “On Communications” law in Russia, the “2 numbers on 1 SIM card” service will be discontinued. Between 09.09.25 and 15.09.25, the Russian operator Aiva-Mobile will automatically block Russian numbers registered with non-Russian passports.

After the Russian number is blocked, you will:

- Continue using your Armenian number under the same tariff plan. If you are subscribed to the postpaid Next Level, Level Up 8500, or Unity tariff plans, you will temporarily not be able to call Russia using the minutes included in your plan. This option will be restored starting from October 1.

Once your monthly minutes are consumed, calls to Russia will be charged at 70 AMD/min. If you use the prepaid uSimple tariff plan, calls to Russia will continue at the rate of 70 AMD/min.

- To use your Armenian number seamlessly in Armenia, as well as to stay connected while roaming in Russia, you must visit a Ucom service center and replace your SIM card free of charge. If you wish to keep your Russian number, please retain your old SIM card after replacement, as the Russian number will remain active only on that card.
- You will no longer be able to receive incoming calls to your Russian number while in Armenia, and the Russian number will not work when you are in Russia.


To keep your Russian number, you must comply with the requirements of the relevant Russian legislation, which you can find here:

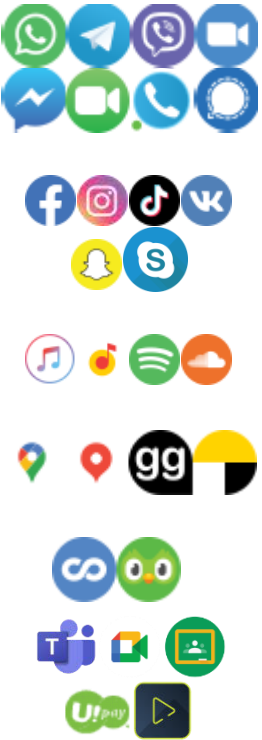
- [Number registered with an Armenian passport, subscriber is **not** a Russian citizen](#)
- [Number registered with an Armenian passport, subscriber **is** a Russian citizen](#)
- [Number registered with a Russian passport](#)

Please note: If you choose to keep your Russian number, it will not function in Armenia, since the Russian operator Aiva-Mobile does not provide roaming services. To use your Russian number in Armenia, you must transfer it to another Russian operator that offers roaming.

With Next Level Plus Postpaid service get 1 SIM-card with 2 numbers: Armenian and Russian* one, and take advantage of the following benefits:

- 2 numbers in 1 SIM-card: the Armenian number to be used in Armenia, the Russian one to be used in Russia, without any roaming;
- Calls from Armenia to all Russian networks from the minutes, included in the tariff plan;
- Affordable calls from Russian number to all networks in Armenia while being in Russia;
- Free incoming calls to both Armenian and Russian numbers, while being in Armenia and Russia;
- Roaming service active on the Armenian number outside of Armenia and Russia, charged in accordance with Ucom roaming rates, as well as incoming calls to both Armenian and Russian numbers when in roaming;
- 30 rubles of initial balance on the Russian number to make calls upon your arrival to Russia before the account top-up;
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Next Level 3000+	Next Level 4000+	Next Level 5500+	Next Level 7500+
3000 AMD	4000 AMD	5500 AMD	7500 AMD
1500 minutes to all local networks, USA, Canada and Russia	500 minutes to all local networks, USA, Canada and Russia	3000 minutes to all local networks, USA, Canada and Russia	Unlimited minutes to all local networks, USA, Canada and
 N 20 GB +	Unlimited*	Unlimited*	Unlimited

			
-	-	100 MB in roaming**	200 MB in roaming**
300 SMS to all local networks	500 SMS to all local networks	500 SMS to all local networks	1000 SMS to all local networks
3000 AMD extra credit limit	5000 AMD extra credit limit	5000 AMD extra credit limit	10000 AMD extra credit limit
Free uMediaroom Mobile TV			

When in Armenia you will use your Armenian number with Next Level Plus tariff plan, and when in Russia, you will use your Russian number with My Armenia prepaid tariff plan, without any roaming.

While being in Russia you will receive free incoming calls to your Armenian number, provided that it is in active status, and the Russian number is not blocked upon customer's request.

In Armenia, you can top-up your Russian number via QiWi electronic wallet, as well as online, and the Armenian one – via one of the existing payment methods.

In Russia you can top-up your Armenian number via QiWi payment terminals and electronic wallet, as well as online via www.ucom.am website using the bank cards issued in Armenia. To top-up the Armenian number in Russia by using other bank cards click here. In Russia you can top-up the Russian number via one of the existing payment methods.

In case of the contract termination, or migration from Next Level Plus tariff plan to another one, or subscription type change, this offer will not be available to you any longer, and you will lose the benefit of having 2 numbers in 1 SIM-card.

In case of the migration from Next Level Plus tariff plan to other subscription type from the 1st day of the upcoming month, you will benefit from your Next Level Plus service until the end of the current month with the following limitations:

- You can use the monthly inclusions of minutes to call only all local networks in RA, USA and Canada. Calls to Russia will be charged from your account in accordance with the international call rates to Russia, set by Ucom;
- The Russian phone number will no longer be valid, and incoming calls to that number will be unavailable;
- When in Russia, you will benefit from roaming in accordance with the roaming terms. This offer is applicable to individuals only, who will present an identification document, valid both in Armenia and Russia (e.g., it will not be possible to benefit from this offer with a valid internal passport (ID card) issued in Armenia, as that document is not valid in Russia).

You can make SIM replacement, change number and perform other transactions in Ucom service centers in Armenia and in MTT service centers in Russia. All transactions that are performed in Armenia will be done in accordance with Ucom procedures, and those performed in Russia - in accordance with MTT procedures. In case you have questions while being in Russia you can contact the Ucom call center for free at 4444 short number or 00 7 958 555 4444.

Outside of Armenia and Russia you will benefit from roaming in accordance with the current rates and terms of Ucom Roaming service. Moreover, there's no need to activate the Roaming service, as it is already active by default.

Upon subscriber's request, within the frames of this offer, the incoming calls received to subscriber's Armenian number from his/her Russian number are redirected/ forwarded in accordance with the command received with the call.

*Services for the Russian number are provided by Aiva mobile.

With Next Level Plus Postpaid monthly subscription you benefit from Ucom services and pay only after. Every month you pay a monthly fee corresponding to your tariff plan and the amount for extra services, used during the previous month.

The minutes, MBs or SMSes included into your monthly fee are allocated on the 1st day of each month for which you can pay until the 20th day of the upcoming month. Non-used minutes, SMSes and MBs are not transferred to the next month. If you use other Ucom services or more during the month, as compared to those included in your tariff plan, then you will be charged from your balance. The credit limit is set according to the tariff plan you choose, i.e. the higher your tariff plan is, - the higher is the credit limit. If you have been a Ucom customer for at least 3 months, you may apply for your credit limit review by filling in a corresponding application at any of the Ucom sales and service centers. Ucom, at its reasonable discretion has the right to reject your credit limit application in case you do not satisfy solvency requirements set by Ucom. If you exceed your credit limit, you can only use MBs and SMSes included in your tariff plan.

To keep on benefiting from other monthly inclusions or services (including the unused minutes, as well as unused mobile internet in roaming included in your tariff plan) you will need to pay your outstanding monthly debt, if any, and recharge your account. As Ucom Postpaid service subscriber you can make uninterrupted session(s) (call, SMS, internet, both in Armenia and while roaming). For your convenience, even when you've reached your credit limit during such session, Ucom does not interrupt the service provided to you, and any credit limit excess will be charged from your account later on. Please note, that you are responsible for paying off all debts incurred.

Tariff Plan	Extra credit
Next Level 3000	3000
Next Level 4000	5000
Next Level 5500	5000
Next Level	10000

calls within Ucom mobile network	0
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AMD/minutes calls to other local networks	15
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AMD/minutes

Mobile internet

15 AMD/MB

Mobile internet in roaming

According to roaming internet rate of the
operator/country

SMS to local and international
networks

15 AMD/MB

The internet sharing and the use of the shared internet from other devices (Tethering) might be limited.

The Next Level Plus tariff plan can be used only on smartphones.

When using those websites and applications, it is possible to exchange data with other internet resources, for which the charge will be made in accordance with your tariff plan.

We recommend you to use the updated versions of the mentioned applications, otherwise you will be charged in accordance with your tariff plan when using the apps.

In accordance with the principle of the fair usage, Ucom enables all subscribers to equally benefit from the quality mobile network services.

If during the 30 days of validity (in case of postpaid services: 1 month) you have exceeded the threshold of the 200 GB, the maximum available speed will be set at 512 kbps. In case of prepaid tariff plan, that speed will be valid until the end of the validity period, and in case of a postpaid plan - until the 1st day of the upcoming month.

That speed is enough for you to take full advantage of social media, messengers, and a number of other services.

You will continue using the internet without being charged for the megabytes. In addition to the above-mentioned applications that are made available without consumption of the megabytes, your Next Level Plus package will include www.ucom.am website, ArCa and Ucom applications, as well as a number of educational websites, such as www.kahoot.com, www.etwinning.net, www.emis.am, www.armedu.am, www.e-school.am.

****Mobile Internet in roaming**

Subscribers of the Next Level 5500+ and Next Level 7500+ tariff plans every month will receive roaming internet inclusions to use in more than 65 countries. The included internet can be used when **connecting to corresponding operator in the specified countries mentioned below**. Please note that in case the roaming internet inclusion is consumed while roaming, the session will not be interrupted and you will continue using the internet according to the current roaming rates of the operator you have switched.

Country/operator list available for mobile internet in roaming offer

- Albania **Vodafone**
- Argentina **Movistar**
- Australia **Vodafone**
- Austria **Magenta and A1**
- Bahrain **STC**
- Belgium **Orange**

- Bosnia and Herzegovina **BH Telecom**
- Brazil **VIVO**
- Bulgaria **Yettel**
- Canada **Rogers and Bell**
- Chile **Telefonica**
- China **China Mobile**
- Congo **Vodacom Democratic Republic of the Congo**
- Croatia **A1**

- Cyprus Epic
- Czech Republic O2 and Vodafone
- Denmark Telia
- Ecuador Movistar
- Egypt Orange
- Estonia Telia and Tele2
- Finland Telia and DNA
- France Orange
- Georgia Magti, Silknet and Cellfie
- Germany Telekom
- Greece Cosmote and Vodafone
- Hungary Yettel, Vodafone and Magyar Telekom
- India Airtel
- Indonesia XL Axiata
- Ireland Vodafone and eir
- Israel Partner
- Italy Vodafone, Windtre, TIM and Iliad
- Japan SoftBank
- Jordan Orange
- Kuwait Ooredoo
- Latvia LMT and Tele2
- Lichtenstein Swisscom and Salt
- Lithuania Telia and Tele2
- Luxemburg Orange and Tango
- Malaysia Celcom and Digi
- Malta Epic
- Macedonia A1
- Mexico Movistar
- Moldova Orange
- Montenegro m:tel
- Netherlands Vodafone and KPN
- New Zealand One
- Norway Telenor and Telia
- Peru Movistar
- Poland Orange
- Portugal Vodafone and NOS
- Qatar Vodafone
- Romania Orange and Vodafone
- Saudi Arabia Zain
- Serbia A1 and Yettel
- Singapore M1
- Slovakia Orange and O2
- Slovenia A1

- South Korea **KT and SK Telecom**
- Spain **Orange**
- Sri Lanka **Dialog**

- Sweden **Telenor**
- Switzerland **Salt and Swisscom**
- Taiwan **Chunghwa Telecom**
- Thailand **DTAC**
- Turkey **Turkcell, Vodafone and Turk Telekom**
- UAE **Du**
- Ukraine **Lifecell**
- Uruguay **Movistar**
- USA **T-Mobile, AT&T and Limitless**
- United Kingdom **EE**
- Uzbekistan **Mobiuz**
- Vietnam **Viettel**

The Lifecycle of Your Number

Ucom Next Level Plus subscription is considered to be activated from the moment of subscription.

The service will be active until the 20th day of the upcoming month. In active period you can make and receive calls to/from any directions, send and receive SMSes and MMSes, use mobile internet and other services.

If you haven't paid the outstanding debt by the deadline (20th day of every month), the service turns into passive period. The passive period lasts until the end of the upcoming month. In that period you can only receive calls, SMSes and MMSes and call the toll-free special numbers.

Moreover, note that the active services' bundles and automatically activated offers are preserved in passive period, but you cannot use them.

You can reactivate all the services in passive (Service Restriction) period by simply paying the outstanding debts for the previous months (negative balance and outstanding monthly fees).

Therefore, you will be able to use the service bundles and automatically activated offers in case their validity periods are not over.

If you haven't paid the outstanding debt by the end of the passive period, the service turns into suspension for 1 month, during which you can only receive calls, SMSes and MMSes and call the toll-free special numbers.

In the meantime, you still have the opportunity to reactivate all services, take full advantage of your tariff plan by simply paying the unpaid monthly fees, the existing negative balance, and late payment penalties.

In case of full repayment of the service debt for the previous months during the suspension period (unpaid monthly fees, existing negative balance, as well as penalties for the late payment) the Service will be reactivated. In case of full repayment of the debt for the previous months during the period of suspension of the services, and at the same time before the end of the given day, termination of the contract or migration to another tariff plan, no monthly fee is charged for

the current month.

In case of reactivation after the 21st of the same month during the suspension period, in case of termination of the Subscription Agreement or migration to another tariff plan, an amount of 30% of the monthly fee for the given month will be charged. In case of termination of the subscription agreement or migration to another tariff plan by the 20th of the same month, the full monthly payment of the given month will be charged.

In case you fail to pay the outstanding debts until the service suspension your agreement will be unilaterally terminated by Ucom without prior notification and your phone number may be provided to another subscriber.

Termination of the Subscription Agreement

In case of termination of the subscription agreement on the initiative of the Subscriber or Ucom or migration to another tariff plan, the current monthly fee is subject to full charge, with the exception of:

- Cases of termination of the Subscription Agreement or migration to another tariff plan within the first month. In this case, the monthly fee is calculated on Pro rata basis (which means – to count based on an amount of time that has passed out of the total time);
- In case of termination of the Subscription Agreement or migration to another tariff plan from the 21st of the same month after reactivation during the suspension period. In this case, an amount of 30% of the monthly fee will be charged.