

Streaming Platforms

1. **Contract Duration and Agreement** This agreement is made between the mobile service provider (ZGEN) and the Customer for a period of 24 months from the date of activation of the streaming platform subscription.

- **Preferential Pricing:** During the contract term, the Customer is entitled to a preferential monthly fee, which is €3 less than the original price offered by the streaming platform.
- **First-Year Benefit:** Customers who have an active contract with ZGEN mobile services will receive free access to the streaming platform for the first year.
- **Second-Year Pricing:** In the second year, the Customer will be charged the preferential price.
- **Post-Contract Pricing:** Upon expiration of the 24-month period, the monthly fee will increase by €3, unless the Customer renews or enters into a new contract.

2. **Eligibility and Restrictions** The following conditions apply to Customers who wish to subscribe to the streaming platform:

- **Existing ZGEN Mobile Customers:** Customers who already have an active contract with ZGEN may subscribe to the streaming platform under the preferential terms mentioned above.
- **New Customers:** Users who do not yet have a contract with ZGEN may purchase the streaming platform at the preferential price until they sign a mobile contract.
- **Single Subscription Policy:** If the Customer has already purchased a streaming platform subscription, they are not eligible to purchase another until the end of the contract term.

3. **Early Termination Policy** Customers who wish to terminate the contract before the expiration of the 24-month term must adhere to the following conditions:

- **Cancellation Declaration:** The Customer must visit the nearest retail shop of the Provider and file a written cancellation declaration.
- **Termination After the Initial Period:** If the contract is terminated before the full 24-month term, the Customer is required to pay a penalty equivalent to three (3) non-preferential monthly payments.
- **Example:** If the preferential price is €9.99, and the non-preferential price is €12.99, the early termination fee will be $€12.99 \times 3 = €38.97$.

4. **Post-Contract Pricing and Renewal** • If the Customer does not manually terminate the contract after the 24-month period, the subscription will automatically switch to the non-preferential price, which is €3 more than the preferential price. • The Customer is responsible for tracking the duration of their contracts and notifying the Provider if they wish to cancel before transitioning to the non-preferential pricing.
5. **Payment Terms and Billing** • **Monthly Billing:** The Customer agrees to pay the agreed monthly fee by the due date specified in their billing statement. • **Payment Methods:** Payments can be made via direct debit, credit card, or in-person at any Provider retail store. • **Late Payments:** If the Customer fails to make payment within 14 days of the due date, the Provider reserves the right to charge a late payment fee of €5 for each month the payment is late. Repeated late payments may result in service suspension.
6. **Cancellation and Termination** • Customers may cancel their contract at any time after the 24-month minimum term by visiting a Provider retail shop. • If the Customer terminates the contract before its initial length, they must pay three (3) non-preferential monthly payments as an early termination fee.
7. **Amendments and Modifications** The Provider reserves the right to modify the terms of this contract, including pricing, upon giving the Customer 30 days' notice. Any modifications will apply to the next billing cycle following the notice period.
8. **Governing Law** This contract shall be governed by and construed in accordance with the laws of Bulgaria. Any disputes arising from or related to this contract will be subject to the exclusive jurisdiction of the courts of Bulgaria.
9. **Contract Acceptance** By signing this contract, the Customer acknowledges that they have read, understood, and agree to the terms and conditions outlined in this agreement.