



# Telecom Providers

## 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.

- **Preferential Pricing:** During the contract term, the Customer is entitled to a preferential monthly fee (stated in the Customer's plan).
  - **Post-Contract Pricing:** Upon expiration of the 24-month period, the monthly fee will increase by **€4**, unless the Customer renews or enters into a new contract.
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## 2. 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 within the First 14 Days:** If the contract is terminated within the first **14 days**, the Customer will not incur any fees and may cancel the contract without penalties.
  - **Termination After 14 Days:** If the Customer cancels the contract after the initial **14 days**, they are required to pay a penalty equivalent to **three (3) non-preferential monthly payments**.
    - Example: If the contract is for **€36.99**, the early termination fee will be **€40.99 x 3 = €122.97**.
  - **Device Installment Plan:** If the Customer's contract includes a mobile device purchased through an installment plan, upon early termination, the Customer is required to pay the remaining balance of the device in full.
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## 3. Impasse Policy

The Customer may terminate the contract without penalties under the **Impasse Policy**, which applies under the following circumstances:

- **Death of the Contract Holder:** Proof of death, such as a death certificate, must be provided.

- **Change in Family Status:** Divorce or other significant changes in family status, with relevant legal documentation.
- **Financial Hardship:** The Customer qualifies if their income falls **30% below the national minimum wage**. Official documentation, such as proof of income or government assistance, must be presented.

No early termination fees will apply if the Customer qualifies under this policy, but the Customer remains responsible for any outstanding device payments under an installment plan.

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#### 4. Corporate Contracts

Corporate customers are subject to the same early termination fees as regular customers:

- **Early Termination:** Three non-preferential monthly payments will apply for early termination, based on the corporate plan's non-preferential price.
  - **Contract Transfer:** Corporate customers may transfer their SIM cards to a regular individual plan only at the end of the 24-month corporate contract. Early transfers will not be allowed.
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#### 5. Payment Terms and Billing

- **Monthly Billing:** The Customer agrees to pay the agreed monthly fee by the due date specified in their monthly bill. Failure to do so may result in late fees and potential suspension of service.
  - **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.
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#### 6. Device Warranty and Repairs

- **Warranty:** Any device purchased under this contract comes with a standard **24-month manufacturer's warranty** covering manufacturing defects.
  - **Repairs:** The Customer may seek repairs at any authorized service center. If the device is covered under warranty, no charges will apply for manufacturing defects.
  - **Non-Warranty Repairs:** Repairs due to accidental damage, misuse, or damage caused by the Customer are not covered under warranty and will incur additional fees.
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#### 7. Data and Privacy

- **Data Collection:** The Provider will collect personal information necessary for the execution of this contract and to provide service. This includes contact information, billing details, and usage data.
  - **Privacy:** The Provider will not share or sell personal data without the Customer's consent, except as required by law or for service-related purposes.
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## 8. Fair Usage Policy

- **Data Usage:** If the Customer's plan includes unlimited data, the Provider reserves the right to limit speeds or charge additional fees if excessive usage (as defined by exceeding **50GB per month**) is detected.
  - **International Usage:** The Customer agrees that roaming charges may apply when using services outside the country. The applicable roaming rates are available on the Provider's website or by contacting customer service.
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## 9. 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.

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## 10. 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.

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## 11. Contract Acceptance

By signing this contract, the Customer acknowledges that they have read, understood, and agreed to all the terms and conditions outlined herein.

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**Customer Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_