

## Other characteristics of FREE2GO prepaid mobile voice and data service plan

Calls to all networks in the country	0.10 BGN per minute
SMS to all networks in the country	0.30 BGN per message
SMS from the VIVACOM network to international operators	0.25 BGN per message
SMS from the VIVACOM network to mobile networks in the EU	0.14 BGN per message
MMS to all nat. mobile operators	0.70 BGN per message
Cost per MB of roaming in the EU	0.0031 BGN
Calls to countries of the First International Group	0.445 BGN per minute
Calls from the VIVACOM network to Mobile EU	0.445 BGN per minute
Calls to countries of the Second International Group	1.57 BGN per minute
Calls to countries of the Third International Group	1.93 BGN per minute

- The prices of value-added services (VAS) are set by their providers and should be communicated immediately before connecting the call or before contacting the service provider. Info: <https://www.vivacom.bg/bg/files/18719-ceni-za-obajdane-sms-kym-nomera-s-dobavena-stojnost.pdf>
- Charging is per minute. The minimum call duration is 180 seconds.
- The included BGN balance in the starter pack can be used for all destinations.
- The minimum initial charge for mobile data is 100 KB, then for sessions of 1 KB.
- No recharging fee is included. Recharge with an amount over BGN 4 extends the validity of the card for another 12 months.
- The card is activated at the time of completion of the registration process on <https://www.prepaid.vivacom.bg>
- The FREE2GO prepaid tariff plan can be used in roaming. The roaming service is activated free of charge by default.
- After the validity of the card or the validity of the balance expiration the unused balance cannot be used and is not refundable.
- After the validity of the minutes or MB expiration the provision of the respective service is suspended.
- When recharging up to 19.99 BGN a new 60-day validity period of the balance starts running from the date and time of recharging. When recharging at least 20.00 BGN a new 120-day validity period of the balance starts running from the date and time of recharging.
- After depletion of MB at maximum speed the speed is limited to 64 Kbps in the presence of more than 0.01 BGN with VAT balance. With a balance below 0.01 BGN access to mobile internet is terminated.
- The maximum number of characters of an SMS written in Latin is 160 characters. The maximum number of characters of an SMS written in Cyrillic is 70 characters. An SMS that is longer than the mentioned characters will be charged as 2 or more SMSs, depending on the number of characters.
- Maximum speeds are achievable when using a compatible device. Maximum speeds are not guaranteed and depend on the workload and coverage of the network. With their depletion a speed limit of up to 64 Mbps is applied, whereby the following effects can be observed: slow loading of pages when browsing the Internet; delayed loading of the page and attachment of files when sending emails; inability to make video calls through applications; delay in sending files through applications depending on the size of the file; inability to stream music and video; unchanged function of sending text messages through applications. Any deviation from advertised speeds, including those caused by traffic management measures applied, packet loss, jitter, bi-directional lag (PING), etc., will make it difficult to access the Internet and distribute certain types of information and content, as well as to use applications and services requiring other minimum internet speeds. Difficulty accessing the Internet is possible in a situation of force majeure in the network infrastructure. Different difficulties should not be observed for certain types of information and content. More information on the possible difficulties of Internet access is available at [vivacom.bg](http://vivacom.bg), General Terms and Conditions, section Other.