

Conditions for Open Internet Access

(effective from 20 April, 2016)

According to the requirements of Regulation (EU) 2015/2120 of the European Parliament and of the Council of 25 November 2015 on open internet access and amending Directive 2002/22/EC on universal service and users' rights relating to electronic communications networks and services and Regulation (EU) No 531/2012 on roaming on public mobile communications networks within the Union, the providers should guarantee the open internet access. Neterra EOOD (Neterra) provides internet access to its end-users through various technological solutions, which satisfy to the maximum extent the requirements of the end-users.

According to the provisions of para. 1 of Art. 4 of Regulation (EU) 2015/2120, Neterra is publishing Conditions for Open Internet Access, including the relevant information for the services provided.

I. Traffic management measures and their impact on quality of service, privacy and personal data protection

Neterra has a 24x7 network monitoring centre where qualified personnel monitors the performance of the various systems that constitute the network infrastructure of the company in order to prevent deterioration of quality of service and affecting the interests of end-users.

Neterra, in its capacity as a telecommunication operator and wholesale and retail internet provider, provides its services in a transparent manner and does not apply any measures on restricting, filtering (interference), discrimination or any other activities that affect the quality and content of the traffic. Accordingly, the main activities on traffic management are as follows: proactive monitoring and prevention aimed at most rapid response to emergencies and preventing the occurrence of the latter; permanent and precise planning of network resources and ensuring the necessary reserves, thereby ensuring maximum quality of service even in emergency mode. In order to achieve efficiency of the above activities, Neterra relies on various tools for network monitoring, many of which are specific to that network equipment. These are DWDM TNMS, SDH U2000, Como, Nemo, RFmo, NOMS and IPNOMS for colocation facilities, Radio Frequency and Satellite systems, IP networks and auxiliary equipment.

In case of emergency, as well as to preserve the integrity and viability of the networks, Neterra may apply temporary and reasonable traffic management measures. After the end of the emergency situation, network and service performance shall be restored to the exigible quality level.

II. Impact of limitation of data volumes, speed and other quality of service parameters on services used and more specifically on access to content, applications and services

Neterra does not apply measures which may affect the access of end-users to content, applications and services. At the same time, Neterra comply with the applicable regulations relevant to the

lawfulness of content, applications or services. In light of that, in the cases provided by law and based on the act of a competent national authority Neterra suspends the access to certain content.

Page 1 of 2



Kambanite Green Offices, fl. 3, 9 Vitoshki Kambani str., 1766 Sofia, Bulgaria, Phone: +359 2 975 16 16, www.neterra.net

In case of serious accidents, breach of security or impairment of network integrity, including cyber-attacks Neterra may apply temporary measures regarding speed of data transmission and access to certain content or services.

Neterra does not limit the data volumes, speed or other quality of services parameters. If there are limits of the data volumes, negotiated with end-users, speed limits are applied, whereby Neterra does not slow down or degrade in favour of specific categories of traffic.

III. Impact of specialized services on internet access services

Neterra does not provide specialized services that affect the internet access services.

IV. Speed of internet access

Neterra supports information on the quality of internet access service, according to the Common Requirements for the Provision of Electronic Communications adopted by the Communications Regulation Commission.

V. Remedies for end users in the event of deviation from the quality of internet access services

Neterra undertakes to provide quality and uninterrupted service to its end-users 24 hours/7 days a week.

The quality of service may be affected in case of force majeure, accidents, planned activities for repair or network development, as well as in case of unlawful activities of end-users or third parties. The requirements regarding quality of services and measures taken are detailed in the individuals contracts.

Neterra undertakes to adjust the problems with the provision of services in the shortest possible time. The individual contracts contain rules for compensation, including contract termination rights.

