

**SERVICE ORDER FORM**

TO BILATERAL AGREEMENT

between **Bulgartel AD** and \_\_\_\_\_  
**Bulgartel AD** No \_\_\_\_\_/\_\_\_\_\_, \_\_\_\_\_ No \_\_\_\_\_/\_\_\_\_\_

WS/ \_\_\_\_\_

Date: \_\_.\_\_.2022

1. TYPE OF ORDER	DESIGNATION OR DESTINATION
<input type="checkbox"/> New Order <input type="checkbox"/> Modification <input type="checkbox"/> Cessation <input type="checkbox"/> Relocation <input type="checkbox"/> Change of digital circuit	Service designation:

**2. CUSTOMER DETAIL**

Company name \_\_\_\_\_

Address \_\_\_\_\_

Postcode & City \_\_\_\_\_

Country \_\_\_\_\_

Main contact person \_\_\_\_\_

Phone number \_\_\_\_\_

Fax number \_\_\_\_\_

e-mail \_\_\_\_\_

**3. BILLING ADDRESS FOR THE CUSTOMER:**

Company name \_\_\_\_\_

Registration number  
(VAT number) \_\_\_\_\_

Address \_\_\_\_\_

Postcode & City \_\_\_\_\_

Country \_\_\_\_\_

Billing contact person \_\_\_\_\_

Phone number \_\_\_\_\_

Fax number \_\_\_\_\_

e-mail \_\_\_\_\_

e-mail for invoices \_\_\_\_\_

#### 4. SERVICE PROVIDER CONTACTS:

Company name	Bulgartel AD
Registration number (VAT number)	131341659
Address	Kv.Darvenitza, block 19, Kintex building
Postcode & City	1756 Sofia
Country	Bulgaria
Main contact person	VP Sales, Marketing&Operations and EVP
Phone number	+359 28194068
Fax number	+359 281 94050
e-mail	vp@bulgartel.bg
Service Delivery Manager	Appointed SDM
Phone number	+359 885 777 315
e-mail:	Service.delivery@bulgartel.bg

#### 5. SERVICE DETAILS

Bitrate:	
Protection:	No, SA=99,5% monthly
Terminal Address Endpoint A: (demarcation point):	
Interface	
Terminal Address Endpoint B: (demarcation point):	
Interface	

#### 6. CONTRACT TERM

Contract term (Initial Term) is **12 months** from the service activation date.  
After expiration of the above stipulated contract term the service shall be renewed automatically for indefinite period of time.  
Every party can terminate the service in that subsequent period with 30 days written notification.

#### 7. CHARGES

Installation fee	Monthly rental	VAT-rate	Currency	Billing period
<b>0</b>	<b>0</b>	<b>0%</b>	<b>EURO</b>	<b>monthly</b>

Charges quoted above do not include VAT.

#### 8. PROVISION

Customer requested RFS date:  
Estimated overall lead time: up to 4 weeks after order placement

## 9. ADDITIONAL INFORMATION

1. The invoices for MRC for each month shall be issued by the Provider on a monthly basis by 5th day of the current month for the current month and shall be due in 30 days.
2. The first invoice to be issued by the Provider shall contain the following payments
  - Installation Fee
  - Monthly rental, on a pro rata basis, for the month of commencement of Service provisioning

## 10. CUSTOMER DECLARATION

The Customer hereby applies for the service detailed above to be provided accordingly.

The Parties are in a process of negotiating a bilateral service agreement (Bilateral Agreement) which shall govern the provision of the services.

The Parties agree hereby that the addresses for communication shall be those specified in the latest Service Order Form. The Parties also agree all communications, requests and agreements, documents and other papers (including such related to the contractual relations or litigation procedure) between them in relation with or regarding the contract's execution shall be deemed dully served if delivered to the communication addresses specified above or published in the Trade Registry as management addresses via post (with delivery receipt, inclusively) or via courier, or if they are sent to the e-mail address specified by the Parties. It is also agreed by and between the Parties that for the sake of their communication as regard the contract's execution the documents and the statements should be signed by qualifies electronic signature of a Party's representative or sent as scanned electronic copies of documents signed on paper. The Parties agree that the processes of documents' signing by both Parties shall be validly perform if the respective document has been signed by one of the Parties on paper and sent as an electronic document (a scanned copy of a document signed on paper) or if the document has been signed as an electronic document with a qualified electronic signature and if the other Party confirms/accepts the statements in the document object to signing by the both Parties by signing the document with qualified electronic signature or by manually signing the printed on paper document carrying already the signature of the other Party.

The Party which has posed the latest signature on the document object to signing by both Parties, shall be obliged to send the other Party the final version of the document, signed by both Parties. It is also agreed that for the sake of the Parties' relations the used electronic signatures and advanced electronic signatures shall have the legal effect of a handwritten signature.

In case the final version of the Bilateral Agreement is not signed by both Parties, By signing the current Service Order Form, the Parties explicitly proclaim that irrespective of the capacity of each one of them to the contractual relationship for providing of services, subject to this Service Order Form, all the unsettled issues and conditions in the Service Order Form concerning the provisioning, including the rights and obligations of the Parties, would be settled by the proclaimed in the Frame Agreement FOR EXCHANGE OF PROVISIONING OF TELECOMMUNICATION SERVICES by "Bulgartel" AD, published on the internet website of the company <http://bulgartel.bg/page/75>, which will have the force of a "General terms and conditions for the order" according to the Commercial Act and will be respectively applicable to the Parties for the implementation of the current Service Order Form.

The Parties hereby agree to take care of all personal data processed for the sake of or in relation to the services' provision and to process them lawfully, with the due care and only for proper purposes. The present Service Order Form introduces to the contractor of "Bulgartel" AD information about data processing activity of "Bulgartel" AD available in the form of Data Protection Policy according to the GDPR published at <http://bulgartel.bg/page/78>

The Customer agrees to start the payments to the SERVICE PROVIDER in respect to this Service Order Form upon Service provisioning (service activation date) even if the final version of the Bilateral Agreement is not signed until that date and shall be liable for all relevant payments until the end of the service term.

The customer declares that the funds through which the services shall be paid are not acquired directly or indirectly as a result of criminal activity or other illegal activity, and these funds are acquired legally by him.

SERVICE PROVIDER does not guarantee provisioning and/or availability of the service in case it is obstructed by reasons attributable to Customer and/or third party providers networks and equipment.

In case the service is canceled by Customer including if the service can not be implemented due to reasons attributable to Customer the latter shall be liable for all payments under section 7 herein until the end of the service term.

The current Service Order Form shall be interpreted as an agreement between the Parties along with the General terms and conditions, agreed as applicable by the Parties.

FOR AND BEHALF OF	FOR AND BEHALF OF <b>Bulgartel AD</b>
	<b>STEFAN VOYNOV</b>
	<i>CEO</i>
Signature:	Signature:
Date:	Date: