

Seller:	
Phone no:	
Fax:	
Offer code:	
422 verification no:	

## **Orange Romania**

Contract ...../ ...... of ....../ ....../

#### By and between:

S.C. Orange Romania S.A., headquartered in Bd. Lascăr Catargiu no. 47-53, sector 1, Bucharest, Romania, registered with the Trade Registry under no. J40/10178/1996, Unique Registration Code 9010105, VAT registration code RO9010105, personal data processing registry no. 1014, subscribed and paid-in shared capital RON 93,596,732.50, bank account no. RO52INGB0001000115118912 opened with ING Bank, represented via agent ..... ..... code .....

#### **Customer Information**

Current Client: No Ve	es	Current Orange no		
Transfer 🗌 PrePay SIM serial r	no			
To be filled-in in all cases (whet	ther indiv	viduals or businesses):		
Ν	/Ir. 🗌	Mrs.		
Last Name:		First N	Name:	
Date of birth:		Contact pho	one no.:	
	ID 🗌	Passport 🗌	Residence	Permit 🗌
Serie: Nr.:		CNP:		
Citizenship: Romania	an 🗌	Foreign national 🗌	With proof of address document $\Box$	
Social/Professional category:				
To be filled-in when the contract is signed on behalf of a business:				
Name:				
Fiscal Code:		I	Registration no.:	
Unique Registration Code:				
VAT registered: Yes No		Contact Person: Mr. 🗌	Mrs. 🗌 Phone no.:	
Last Name:		First N	Name:	
Field of activity:			No. of employees:	
Name of representative for installing the Orange Home TV via satellite service:				
Mr. 🗌 Mrs. 🗌 Last name:			First name:	
Date of birth: Phone no.:				
If different from the information above:				
Name of user: Mr. Mrs. Las	stname:.		First name:	

#### **Customer Address**

Street:	. No.: Bl.:	Sc.:	. Ap.: Locality:
County/Sector: Phone no.:	Fax:		E-mail:
Address for invoicing (if different from the address abo	ove):		
Street:	. No.: Bl.:	Sc.:	. Ap.: Locality:
County/Sector: Phone no.:	Fax:	I	E-mail:

# **Orange TV**

Installation address: Street:	The minimal Condition for granting the benefits of the Orange Family offer is to have at least 2 mobile voice subscriptions plus a third subscription for any Service (mobile or fixed voice, fixed or mobile internet, TV, Orange Smart Home) which are active and included in the current commercial offer. If the Customer has additionally requested a change of tariff plan on his current numbers and thereby meets the minimal
County/Sector:    Phone no.:    Fax:    E-mail:      Home TV Subscription:    Local HD    World HD    Universe HD    Family HD	Condition for being eligible for the benefits of the Orange Family offer, these will be allocated once all the changes on the Client's subscriber account have been applied. If at any time the Customer's subscriber account is suspended, disconnected or there is change of owner, thus no longer fulfilling
Local HD+         World HD+         Universe HD+         Family HD+           Options:         Hungarian HD         SuperNights HD	the minimum Conditions, the Orange Family benefits will cease to apply for all remaining active subscriptions. If the customer benefits from the Orange Share offer before activation of the Orange Family offer, he/she will receive a 100%
Equipment: HD equipment/CI+ module 1 additional HD receiver/CI+ module 2 additional HD receivers/CI+ modules	monthly internet bonus for the internet benefits included in the Orange Net subscription, calculated on the basis of the standard internet package included in Orange Net. Offer details for adding PrePay numbers to the Orange Family offer:
TV subscription minimal contractual period: months Minimal period for keeping the options: months	<ul> <li>5% discount to the invoice value corresponding to each scheduled credit or option recharge of at least 4 Euro credit of the Family Orange PrePay number, made from a subscription of the account benefitting from this offer</li> </ul>
The installation and activation tariffs will be collected:	<ul> <li>Bonus unlimited national calls or double included internet traffic for every activation of a PrePay option of at least 6 Euro credit, after adding the PrePay number to Orange Family Multiple services offer;</li> </ul>
in equal installments throughout the monthly invoices issued throughout the entire duration of the Minimum Contract Period	The multiple services offer brings you the following additional benefits: Home Net 4G subscriptions: 1.98 Euro monthly reduction (VAT included) / 3.97 Euro monthly reduction (VAT included)
Orange Voice Package	0374
Orange phone model:	DTH TV subscriptions (Orange Home TV via satellite): 100% reduction for the first STB (Orange Romania HD equipment)
Orange no.: L L L L L L SIM serial no.: L L L L L L L L L L L L L L L L L L L	1. Home Net 4G subscriptions can benefit from a monthly reduction of 1.98 Euro (VAT included) if you have at least one mobile voice subscription and another monthly reduction of 1.98 Euro (VAT included) if you have at least one subscription in the DTH
Subscription without Roaming Access 🗌 Subscription with EEA Roaming Access (European Economic Area: EU Member States, Iceland, Liechtenstein and Norway) 🗌 Orange Me mobile voice & Internet subscription	TV category (Orange Home TV via satellite) active in the customer account. If you have more than one subscription for the same category of service, the reduction will be applied just once.
Orange Me mobile voice & Internet subscription (without phone) Orange Young Recommended Offer mobile voice & Internet subscription	<ol> <li>To determine which service categories are in the account, the following subscriptions are taken into consideration:         <ul> <li>DTH TV (Orange Home TV via satellite): all DTH TV subscriptions (with the exception of Local HD and Local HD+)</li> <li>mobile voice: all Orange Me subscriptions in the amount of at least 8 Euro (VAT included)</li> </ul> </li> </ol>
Orange Me 7 Senior mobile voice & Internet subscription Orange Fix mobile voice & Internet subscription Orange Pro mobile voice & Internet subscription	3. The benefits will be applied for Home Net 4G and DTH TV (Orange Home TV via satellite) subscriptions launched after April 11 2016 (with the exception of Local HD and Local HD+)
Group mobile voice & Internet subscription Options:	4. The additional benefits will be applied starting from the first invoicing date, on condition that for at least one of the subscriptions participating in the multiple service offer there is an additional clause (activation/extension) for a contractual period of at least 24 months
Minimum contract period for the subscription: months Minimum period for maintaining the selected tariff plan: months	<ol> <li>The additional benefits are ongoing and valid for as long as the combination of subscriptions and services for which it was offered by Orange Romania is active on the customer account. Any modification (adding or closing) of subscriptions and services on the customer account will automatically modify the additional benefits, as per above.</li> </ol>
Orange Data Package	EEA Roaming Access Service Package: the commercial offer of Orange Romania which allows the Customer to use included resources (minutes, SMS, MB) for communications in Roaming which originate and terminate in the networks of EEA operators, in accordance with the reasonable use policy of EEA Roaming Services. These packages are subject to EU Regulation no.
Current Orange subscription: No 🗌 Yes 🗌 Orange phone no. (voice/fax/call): 🗌 📗 📗 📗 SIM Serial no.: 🔄 🔲 📕 📕 📕	531/2012 and Commission Implementing Régulation no. 2016/2286. The EEA refers to the European Economic Area, currently consisting of the European Union Member States, Iceland, Liechtenstein and Norway. Once the resources included in the Package have been used up as per the reasonable use policy for EEA Roaming Services, the standard tariffs for the EEA
Orange phone model:IMEI: IIII IIII IIIIIIIIIIIIIIIIIIIIIIII	Roaming Service will be the same as standard national tariffs related to the active Package held, to which Orange Romania is entitled to apply a surcharge as per art. 1.20 of the General Terms and Conditions. The tariffs for the Roaming Service for states other than those EEA members are as specified in the commercial offer.
Subscription without Roaming Access Subscription with EEA Roaming Access (European Economic Area: EU Member States, Iceland, Liechtenstein and Norway) Activation options:	Package without access to Roaming: this package does not enable access to the Roaming Service and the resources included in this Service Package may only be used for communications initiating and terminating in the networks of national operators within Romania.
□ Same SIM as the voice service □ Same SIM as the Internet service □ Different SIM from the voice service SIM Serial no.:	Included services: paperless invoicing, Orange Thank You, Emergency calling – Police, Ambulance, Firefighters, Customer Service calls, Cronos, NonStop, Voice Messaging Consultation, Info Invoice – sending to Orange mobile telephone number.
Equipment Serial no.: Associated with the voice SIM? Yes No	Automatically activated additional services: International Calling, mobile internet, data transmission via GSM network. Use of these implies additional costs.
Service options: Professional Fax Messaging Minimum contract period:	Additional services requested by the Customer: Paper invoice I Itemised invoice I For the additional services Customer selected options do not apply, being subject to different tariffs, as set out in the commercial offer to which the customer signed up. Their use incurs additional costs, valid as of the date of their usage and set out in the Tariffs and Services Brochure. Services may be deactivated at any time at the Customer's request.
Orange Net 6       Orange Net 9       Orange Net 11       Orange Net 15         Orange Net 25       Home Net Duo 18       Home Net 4G 12       Home Net 4G 15	Replacing the subscription with a subscription whose monthly tax is lower is not permitted in the contractual period agreed when signing up.
With Orange Family you have the following benefits:	I have read and do hereby grant my explicit authorization for copies of documents containing personal data to be retained for the purposes of identification. Approval for processing personal data for the purpose of direct marketing for services provided by/ through Orange Romania / and/or for services of third parties/Orange partners .
Number 07benefit provided Number 07benefit provided Number 07benefit provided	Agreement to the processing of localisation data for the purpose of direct marketing for services offered by/through Orange Romania, and/or for the services of a third party/Orange partner
Number 07benefit provided Number 07benefit provided Number 07benefit provided	Should you not wish for the data mentioned under art. 1.15 paragraph 10 of the General Terms and Conditions to be included in the Information Services Regarding Subscribers and Subscriber Registries, check
The benefits will be activated depending on how you chose to benefit from this offer: At the next billing date, if you benefit from the Orange Family offer together with migrating your subscriptions to their new	Thank you for choosing Orange services. For more information regarding this Contract call 300 – Customer Service, free of charge from the Orange network. I have received a copy of the Basic Contractual Clauses (GCC), of the General Terms and Conditions for Orange subscriptions (GTC),
tariff plans On the date of the installation of the TV service, if you benefit from this proposal by activating an Orange TV subscription	of the Tariffs and Services Brochure and of the Procedure regarding the resolution of complaints by end-users. ORANGE ROMANIA, CLIENT,
On the date of activation, for new internet or voice subscriptions The benefits will be valid for as long as at least 2 mobile voice subscriptions plus a third subscription for any service (voice, internet, TV) existing in the current offer are maintained active in the Customer's subscriber account.	

Installation address:	Раскаде			included in the current commercial offer.
Street:	No.: Bl.: §	Sc.: Ap.: Locality:		If the Customer has additionally requested a change of tariff plan on his current numbers and thereby meets the minimal
County/Sector: Phone no.:	Fax:	E-mail:		Condition for being eligible for the benefits of the Orange Family offer, these will be allocated once all the changes on the Client's
Home TV Subscription: Local HD	World HD	Universe HD 🗌	Family HD 🗌	subscriber account have been applied.
Local HD <sup>_</sup>	World HD <sup>+</sup>	Universe HD <sup>+</sup>	Family HD+	If at any time the Customer's subscriber account is suspended, disconnected or there is change of owner, thus no longer fulfilling the minimum Conditions, the Orange Family benefits will cease to apply for all remaining active subscriptions.
Options: Hungarian HD	SuperNights HD			If the customer benefits from the Orange Share offer before activation of the Orange Family offer, he/she will receive a 100% monthly internet bonus for the internet benefits included in the Orange Net subscription, calculated on the basis of the standard
• •	le 🗌 1 additional HD recei	iver/CI+ module 🗌		internet package included in Orange Net.
2 additional HD receivers	/CI+ modules 🔄			Offer details for adding PrePay numbers to the Orange Family offer:
TV subscription minimal contractual period: Minimal period for keeping the options:	months months			5% discount to the invoice value corresponding to each scheduled credit or option recharge of at least 4 Euro credit of the Family Orange PrePay number, made from a subscription of the account benefitting from this offer
The installation and activation tariffs will be co				Bonus unlimited national calls or double included internet traffic for every activation of a PrePay option of at least 6 Euro credit,
in full on the first invoice issued after Activ				after adding the PrePay number to Orange Family
in equal installments throughout the monthly		the optime duration of the Mini	mum Contract Poriod	Multiple services offer:
	invoices issued tinoughout i		Indin Contract Period	The multiple services offer brings you the following additional benefits: Home Net 4G subscriptions: 1.98 Euro monthly reduction (VAT included) / 3.97 Euro monthly reduction (VAT included)
	Orange Voice			
	Package			0374
	•			DTH TV subscriptions (Orange Home TV via satellite): 100% reduction for the first STB (Orange Romania HD equipment)
Orange phone model:				
Orange no.:	SIM serial no.:			1. Llama Nat 40 autoavintiana aan hanafit fram a manthly raduation of 1.09 Euro A/AT included) if you have at least one mabile
Public no.: Yes 🗌 No 🗌				<ol> <li>Home Net 4G subscriptions can benefit from a monthly reduction of 1.98 Euro (VAT included) if you have at least one mobile voice subscription and another monthly reduction of 1.98 Euro (VAT included) if you have at least one subscription in the DTH</li> </ol>
Subscription without Roaming Access			_	TV category (Orange Home TV via satellite) active in the customer account. If you have more than one subscription for the
Subscription with EEA Roaming Access (Europ	ean Economic Area: EU Men	nber States, Iceland, Liechten	nstein and Norway) 🗌	same category of service, the reduction will be applied just once.
Orange Me mobile voice & Internet subscription	n/ Orange l	Me for TV		2. To determine which service categories are in the account, the following subscriptions are taken into consideration:
Orange Me mobile voice & Internet subscriptio	n (without phone)			a. DTH TV (Orange Home TV via satellite): all DTH TV subscriptions (with the exception of Local HD and Local HD+)
Orange Young Recommended Offer mobile vo Orange Me 7 Senior mobile voice & Internet s	ubscription			b. mobile voice: all Orange Me subscriptions in the amount of at least 8 Euro (VAT included)
Orange Fix mobile voice & Internet subscriptio	n			<ol> <li>The benefits will be applied for Home Net 4G and DTH TV (Orange Home TV via satellite) subscriptions launched after April 11 2016 (with the exception of Local HD and Local HD+)</li> </ol>
Orange Pro mobile voice & Internet subscripti	n			4. The additional benefits will be applied starting from the first invoicing date, on condition that for at least one of the
Group mobile voice & Internet subscription				subscriptions participating in the multiple service offer there is an additional clause (activation/extension) for a contractual
Options:				period of at least 24 months
Minimum contract period for the outperintion	monthe			5. The additional benefits are ongoing and valid for as long as the combination of subscriptions and services for which it was
Minimum contract period for the subscription: Minimum period for maintaining the selected to	ariff plan: months			offered by Orange Romania is active on the customer account. Any modification (adding or closing) of subscriptions and
Within the selected in that tailing the selected i				services on the customer account will automatically modify the additional benefits, as per above. EEA Roaming Access Service Package: the commercial offer of Orange Romania which allows the Customer to use included
	Orange Data			resources (minutes, SMS, MB) for communications in Roaming which originate and terminate in the networks of EEA operators,
	Package			in accordance with the reasonable use policy of EEA Roaming Services. These packages are subject to EU Regulation no.
Current Orange subscription: No  Yes	• • • • • • • • • • • • • • • • • • •			531/2012 and Commission Implementing Regulation no. 2016/2286. The EEA refers to the European Economic Area, currently
				consisting of the European Union Member States, Iceland, Liechtenstein and Norway. Once the resources included in the
				Package have been used up as per the reasonable use policy for EEA Roaming Services, the standard tariffs for the EEA
Orange phone model:	IN			Roaming Service will be the same as standard national tariffs related to the active Package held, to which Orange Romania is
Internet subscriptions - CSD Fax&Data				entitled to apply a surcharge as per art. 1.20 of the General Terms and Conditions. The tariffs for the Roaming Service for states other than those EEA members are as specified in the commercial offer.
Subscription without Roaming Access				Package without access to Roaming: this package does not enable access to the Roaming Service and the resources included in
Subscription with EEA Roaming Access (Eur	opean Economic Area: EU N	1ember States, Iceland, Liech	tenstein and Norway)	this Service Package may only be used for communications initiating and terminating in the networks of national operators within
Activation options:				Romania.
Same SIM as the voice service Same	SIM as the Internet service	Different SIM from	the voice service	Included services: paperless invoicing, Orange Thank You, Emergency calling – Police, Ambulance, Firefighters, Customer
SIM Serial no.:				Service calls, Cronos, NonStop, Voice Messaging Consultation, Info Invoice - sending to Orange mobile telephone number.
Equipment Serial no.:				Automatically activated additional services: International Calling, mobile internet, data transmission via GSM network. Use of
	ciated with the voice SIM?	Yes No		these implies additional costs.
Service options: Professional Fax M				Additional services requested by the Customer: Paper invoice I Itemised invoice
Minimum contract period:	0 0			For the additional services Customer selected options do not apply, being subject to different tariffs, as set out in the commercial
•	monuns			offer to which the customer signed up. Their use incurs additional costs, valid as of the date of their usage and set out in the
Internet subscriptions/options			N	Tariffs and Services Brochure. Services may be deactivated at any time at the Customer's request.
□ Orange Net 6 □ Orange N		9		Replacing the subscription with a subscription whose monthly tax is lower is not permitted in the contractual period agreed when
Orange Net 25	t Duo 18 🛛 🗌 Home Ne	et 4G 12 🛛 🗌 Home N	let 4G 15	signing up. I have read and do hereby grant my explicit authorization for copies of documents containing personal data to be retained for the
With Oronge Femily year have the following	honofitor			purposes of identification. Approval for processing personal data for the purpose of direct marketing for services provided by/
With Orange Family you have the following				through Orange Romania 🗌 / and/or for services of third parties/Orange partners 🗌
Number 07benefit pro Number 07benefit pro	/Ided			Agreement to the processing of localisation data for the purpose of direct marketing for services offered by/through Orange
Number 07benefit pro	/ided			Romania and/or for the services of a third party/Orange partner .
Number 07benefit pro	/ided			Should you not wish for the data mentioned under art. 1.15 paragraph 10 of the General Terms and Conditions to be included in the
Number 07benefit pro	/ided			Information Services Regarding Subscribers and Subscriber Registries, check I have read and give my explicit approval for the retention of copies of documents containing personal data regarding health status
Number 07benefit pro	/ided			Thank you for choosing Orange services. For more information regarding this Contract call 300 – Customer Service, free of charge
The benefits will be activated depending on how	vou chose to benefit from thi	s offer:		from the Orange network.
At the next billing date, if you benefit from the	Orange Family offer togethe	r with migrating your subscri	ptions to their new	I have received a copy of the Basic Contractual Clauses (GCC), of the General Terms and Conditions for Orange subscriptions (GTC),
tariff plans				of the Tariffs and Services Brochure and of the Procedure regarding the resolution of complaints by end-users.
<ul> <li>On the date of the installation of the TV service.</li> </ul>		sal by activating an Orange T	V subscription	ORANGE ROMANIA, CLIENT,
On the date of activation, for new internet or vo The baseful will be valid for an lang as at least 2		up a third as the assisting for	anning husiss	· · · · · · · · · · · · · · · · · · ·
The benefits will be valid for as long as at least 2 internet, TV) existing in the current offer are main	tained active in the Customer	ius a miro subscription for any 's subscriber account.	Service (voice,	

The Customer's subscriber account includes all subscriptions held, regardless of the activated Services (voice, internet, TV).

### **Basic Contractual Clauses**

#### **Basic Contractual Clauses**

Thank you for choosing the services of Orange Romania. In addition to those below, in this Contract ("Contract") contractual terms and conditions applicable to the provision of Services have been set out under the "General Terms and Conditions" ("GTC") Section which is an integral part of this contract.

#### 1. Contract Scope

The Scope of the Contract is represented by the Services of the Orange Package purchased by the Customer and specified in Part I of the Contract, as well as other Services. The sale of the terminal which is part of the Orange Package is not covered by this Contract.

#### 2. Contract Structure

This Contract is comprised of the following parts:

Part I - "The first page" and "Basic Contractual Clauses" ("BCC")

Part II - "General Terms and Conditions" ("GTC")

Part III - "Tariffs and Services Brochure"

The commercial offer, an integral part of the Contract, is described in Part I of the Contract and shall be amended with the provisions of the Tariffs and Services Brochure, which is available in Orange stores and on www.orange.ro

#### 3. Contract Duration

The Contract shall enter into force on the day it is signed by the parties and is valid for a Minimal Contractual Period agreed with the Customer and as indicated in Part I of the Contract. The Minimal Contractual Period is calculated as of the Activation Date.

Should neither party give the other party at least 30 day prior notice of the intention to cease the Contract on the expiration date of the Minimal Contractual Period or on the expiration date of a period by which the Contract was extended, it shall be automatically extended for successive periods equal to the Minimal Contractual Period as per art. 1.2 of the GTC.

Throughout the duration of the successive automatic extensions no penalty payment shall apply in the event of the Customer terminating the Contract, as per art. 1.17 of the GTC.

#### 4. Activation

Orange Romania shall have the right to ask the Customer to submit original valid documents attesting to his/her identity, address and financial status or that the Customer set up a Guarantee Fund or a Financial Risk Advance, as per the conditions of art. 1.4 of Section I of the GTC. Activation shall take place in maximum 4 (four) calendar days: (i) from the date on which the parties signed the Contract, should Orange Romania not require additional documents or the setting up of a Guarantee Fund or a Financial Risk Advance, (ii) from the date on which the Customer has made available to Orange Romania the requested documents containing information attesting to their identity, address and financial status, (iii) from the date the Customer sets up the Guarantee Fund or a Financial Risk Advance, (iv) from the date the equipment has been installed at the Location, for Services requiring installation. Should Activation be impossible in the aforementioned term due to (i) failure to provide documents containing information attesting to the Customer's identity, address and financial status, (ii) failure to set up the Guarantee Fund or the Financial Risk Advance or (iii) identifying a case of Fraud, (iv) impossibility to install the equipment for Services where necessary, Orange Romania shall be entitled to deem the Contract immediately terminated, without the need for intervention by the courts or any other formality, and the Customer shall not be entitled to claim damages. Should the term of 4 (four) calendar days not be respected, the Customer may submit a claim for damages within maximum 30 days of the date the Contract was signed. The damages shall be calculated as a proportion between the Value of the subscription and the time period during which the Service was not provided and shall be credited to the Customer on the invoice for the following month.

#### 5. Invoicing and Payment Terms

4

Orange Romania shall issue a monthly invoice containing (i) the value of Services supplied to the Customer, as follows: the Value of the Subscription for the Invoicing Period after the Invoicing Date of the invoice, the value of the services

supplied by Orange Romania outside the Subscription in the Invoicing Period previous to the same Invoicing Date, where applicable; (ii) the value of third-party Services supplied via Orange Romania, where applicable; (iii)handling charges, where applicable and (iv) rental, where applicable. The invoice shall include VAT at the rate valid as of its issue.

Invoice payment must be made within a maximum of 14 calendar days from the date of issuance. Failure to pay the invoice in the aforementioned term may incur penalties for late payment at the rate of 0.5%/day of delay, calculated on the total value of the invoice, until such time as all amounts owed to Orange Romania have been paid in full, the suspension and/or restriction of Customer access to Services and/or the termination of the Contract by Orange Romania as per art. 1.9 of the GTC.

Orange Romania may ask the Customer to set up a Guarantee Fund or a Financial Risk Advance as per art. 1.4 of the GTC and may establish a Credit Limit as per art. 1.5 of the GTC. The parties agree that the invoice shall be e-mailed to the Customer in the "My Orange Account" Application, as per art. 1.9 of the GTC. The invoice may be sent by regular post solely at the express request of the Client.

#### 6. Orange Romania Liability for the Provision of Services

Orange Romania shall make all reasonable efforts to ensure the optimal quality of the Services supplied and shall be liable for the provision of Services as per the Contract and for the conformity of its Services with Romanian legislation.

Orange Romania shall not be held liable for the following: (i) Network non-functioning or malfunctioning of the Network for reasons outside the control of Orange Romania; (ii) malfunctioning of the Network in areas where it is in the process of development or in situations where Orange Romania is undertaking Network improvements, (iii) damage of any nature caused by the improper use of terminals and equipment; (iv) damage of any nature determined by the use of equipment and terminals, by the Client, which were not sold by Orange Romania on the date of their purchasing; (v) damage of any nature due to the improper use of Services by the Customer; (vi) indirect or future damage, whichever may be the case; (vii) third-party Services accessible to the Customer via Services provided by Orange Romania; (viii) the quality of third-party Services including, without limitation, Roaming partners or any other third-parties involved in providing Roaming services.

#### 7. Contract Suspension and Modification

The suspension of Service provision shall be made as per the provisions of art. 1.11 of the GTC, in the following cases: (i) the Customer has failed to pay the invoice, in full, on time; (ii) the Customer has breached any other contractual obligation and/or condition for use of the Services of Orange Romania; (iii) in the event of Fraud or attempted Fraud by the Customer; (iv) in the event of the Credit Limit being exceeded; (v) in any other case where the actions or inactions of the Customer might constitute a risk for Orange Romania; (vi) in the event of Orange Romania suspending Customer access to the Services as per another contract signed between Orange Romania and the Customer, (vii) in any other cases expressly covered by this Contract or as per the law.

Orange Romania hereby reserves the right to modify any and all of the provisions of the Contract terms and conditions, notifying the Customer of such proposed modifications at least 30 calendar days prior for the modification's entry into force. The Customer shall have the right to unilaterally terminate the Contract in the aforementioned term, should he/she refuse to accept the proposed modifications, without being liable for any damages to Orange Romania; otherwise it shall be deemed that he/she has accepted said modifications.

#### 8. Contract Termination

The Contract may be terminated as follows:

a) by consent of the parties;

b) by termination as per art. 1.16 of the GTC;

c) by unilateral termination requested by the Client, with at least 30 calendar days notice and with the payment of due damages, equal to the Subscription Value times the number of months remaining until the expiration of the Minimal Contractual Period, as per art. 1.17 of the GTC. Failure to respect the termination notice shall lead to the contract termination request being deemed invalid. Contract Termination shall occur at the latest on the next invoicing date after the 30 day notice expiration.

d) on the date of receiving notification, without the need for intervention of the courts or other formalities, should the business customer cease their activity, become insolvent, have a wind-down procedure brought against them, or in the event of the decease of the individual customer;

e) in any other cases specified in the Contract or in applicable legislation.

Contract Termination shall not exonerate the parties from liability for obligations resulting from the Contract prior to its termination or as a result of its termination.

#### 9. Litigation

Any and all litigation resulting in relation to this contract shall be amicably resolved via Customer Service. Additionally, the Customer may submit a complaint to the competent authorities or courts of law in the municipality of Bucharest. The law applicable to the contract shall be Romanian law.

#### 10. Miscellaneous

By signing this Contract, the Customer hereby agrees to activate and use the "My Orange Account" application on www.orange.ro for the purpose of receiving the invoices from Orange Romania, for paying it online using a card, for requesting subscription changes, option activations or deactivations, as well as for any other actions for the management of the Orange customer account. Access to this service is via a password known only to the Customer holding the account. The Customer hereby assumes full responsibility for the safe-keeping of the password and for its use.

For a unitary legal and commercial approach covering all standard contracts signed by the Customer, the latter agrees that, should there be any contradictions between the provisions of this standard Contract and the provisions of a previously signed standard Contract, the provisions of this Contract shall prevail.

The Customer hereby states that, prior to signing the Contract, he/she was informed of the selected tariff plan, applicable tariffs, minimum Contract duration, the basis for termination as well as those for obtaining and using the services, including Service coverage area, as per the provisions of art. 11 of ANCOM Decision no. 158/2015 and the provisions of Emergency Government Ordinance no. 34/2014 as well as regarding the right to unilateral termination which may be exercised as per art. 1.17 of the GTC.

Taking into consideration the above, by signing below, the Customer fully agrees with the provisions of the Contract.

ORANGE ROMANIA,

CLIENT,