

RULES AND PROCEDURES FOR GUARANTEEING OPEN ACCESS TO INTERNET

These rules and procedures and their publishing on the www.coolbox.bg page, is done on the grounds of and in connection with Art. 2.6 of the General Terms and Conditions, applicable to the individual contracts concluded between Coolbox AD, UIC 115100705, headquarters in Plovdiv, ("Coolbox") and end users- natural persons or legal entities in relation to providing the service – **Internet access (“service” or “the service”)**, separately or as part of a package with other electronic communication services and in accordance with the provisions of Regulation (EU) 2015/2120 of 25 November 2015 on establishing rules and procedures for guaranteeing open Internet access.

These rules and procedures unconditionally bind Coolbox in its relations with the end-users - natural persons or legal entities regarding the Internet Access service on the basis of a concluded individual contract under the cited General Terms and Conditions, where every interested user has the right to refer to many times, concerning their relations with Coolbox, including for the reason with resolving any disputes between Coolbox and them in or arising from the providing the service.

(i) Coolbox performs its obligations to provide the service by complying with these rules and procedures, and in strict compliance with all regulatory requirements for the traffic control when providing the service and maintaining its overall quality, as well by avoiding the applying of any commercial practices which limit the users' rights when using the service.

(ii) With these rules and procedures on the website www.coolbox.bg, Coolbox informs the users that it provides Internet Access service with the following **speeds - maximum, minimum and normally available**:

Service	Speeds	Advertised speed	Maximum speed	Normally available speed	Minimum speed
coolOffice	Bulgarian and international internet speed Upload	1 Gbps	900 Mbps	720 Mbps	100 Mbps
	Bulgarian and international internet speed Download	1 Gbps	900 Mbps	720 Mbps	100 Mbps
coolHome	Bulgarian and international internet speed Download	1 Gbps	900 Mbps	720 Mbps	100 Mbps
	Bulgarian internet speed Upload	1 Gbps	900 Mbps	720 Mbps	100 Mbps
	International internet speed Upload	100 Mbps	100 Mbps	90 Mbps	50 Mbps

coolNet	Bulgarian and international internet speed Download	1 Gbps	900 Mbps	720 Mbps	100 Mbps
	Bulgarian internet speed Upload	1 Gbps	900 Mbps	720 Mbps	100 Mbps
	International internet speed Upload	100 Mbps	100 Mbps	90 Mbps	50 Mbps
coolOffice STANDARD	Bulgarian and international internet speed Upload	100 Mbps	90 Mbps	72 Mbps	45 Mbps
	Bulgarian and international internet speed Download	100 Mbps	90 Mbps	72 Mbps	45 Mbps
coolOffice ADVANCED	Bulgarian and international internet speed Upload	30 Mbps	30 Mbps	30 Mbps	15 Mbps
	Bulgarian and international internet speed Download	30 Mbps	30 Mbps	30 Mbps	15 Mbps
coolOffice PREMIUM	Bulgarian and international internet speed Upload	100 Mbps	90 Mbps	90 Mbps	45 Mbps
	Bulgarian and international internet speed Download	100 Mbps	90 Mbps	90 Mbps	45 Mbps
coolbox	Bulgarian and international internet speed Download	100 Mbps	90 Mbps	72 Mbps	45 Mbps
	Bulgarian internet speed Upload	100 Mbps	90 Mbps	72 Mbps	45 Mbps
	International internet speed Upload	50 Mbps	50 Mbps	50 Mbps	25 Mbps

The speed and the quality of the Internet Access service depend on the used type of connecting technology, the type and features of the end device used by the user, simultaneous use of the service by multiple end user devices, the use of the service in a package with other services provided by Coolbox (use of the service simultaneously with the IPTV-TV service and/or phone service which are optimized for a certain content, applications or services or their combination when this optimization is necessary in order to meet the requirements for a certain level of quality for these services - different from the Internet Access service);*

** For more information about the impact of the specialized services on the Internet Access service, please see clause (iv)*

(iii) In the providing of the Internet Access service, Coolbox treats equally the whole traffic without discrimination, limitations or intervention, regardless of the sender and recipient, the content to which access has been granted or which has been distributed, the provided or used applications and services and the used end devices.

Besides that, Coolbox reserves the right, in compliance with all regulatory requirements of the national law and the applicable law of the European Union (EU), in case of objective necessity to apply reasonable/justified measures for traffic control, which to ensure: the efficient use of the resources of its network, optimization of the entire quality of the services and improvement of the services in the interest of the users, in compliance with the rules for transparency, non-discrimination and proportionality, in accordance with Regulation (EU) 2015/2120 of 25 November 2015.

These measures will not include traffic surveillance and will not be used for longer than the necessary period.

In all cases when these reasonable measures are applied, Coolbox shall fulfil its transparency obligation pursuant to Art. 4 from the cited Regulation, and shall promptly make additions to these rules and procedures published on the official site of the company, containing detailed, clear and easy to understand information for the users regarding the applied reasonable measures for traffic control in the providing of the Internet Access service, thus duly informing the users of that.

(iv) Coolbox shall refrain from taking any measures for traffic control in the providing of the service which go beyond the reasonable/justified measures listed in clause (iii), second sentence – reasonable procedures, this means that Coolbox shall not: block, decrease, change, limit or deteriorate the quality of the service and shall not intervene or monitor specific content, applications or services in the providing of the service, **with the exception of the cases listed and only and until when that is necessary:**

1) For the purpose of complying with the Constitution and the in force national legislation as well as the EU law in force on the territory of the Republic of Bulgaria, as well as complying the mandatory regulations of state, judicial and other bodies of state authority;*

2) For the purpose of maintaining the security and integrity of the network, the end devices and the provided services;**

3) For the purpose of preventing imminent network overloading and mitigation of consequences of extraordinary or temporary cases of network overloading.

**Citing exception 1), Coolbox may legitimately restrict and block access to Internet sites through which gambling games are organized by parties who have not been granted a licence under the Gambling Act (determined by a decision of the Gambling Commission) when obeying orders of the Chairperson of the Sofia District Court;*

***Citing exception 2), in any of the situations listed below (which constitute a non-exhaustive list), such as: change of an IP address of a computer belonging to the network for the purpose of hiding its identity (IP spoofing), hiding of network devices or allowing communication which is not allowed, hacker attacks against network components or the end device, distribution of malicious software, viruses and all other cases of network abuse and denial of service attack - DoS attack, in accordance the definitions in Art. 21.1.7 and 21.1.8 of the aforementioned General Terms and Conditions, Coolbox may legitimately: block IP addresses or IP address ranges when the sources of attacks are well known; block IP addresses or IP address ranges when they are object - target of attack; block IP addresses from which an ongoing*

attack originates; block IP addresses/Internet access services which exhibit suspicious behaviour (e.g., unauthorized communication with network components, address change in order to hide their identity); block IP addresses when there are clear signs that they are part of a network of software applications or computers that operate in an autonomous mode and have the goal of stealing personal data (botnet); block certain port numbers that pose a threat to the security and integrity of the network;

(v) Application by Coolbox of the measures for traffic control listed as exception in clause (iv). The the measures for traffic control listed as exception in clause (iv) may affect the privacy and protection of the personal data of the users - natural persons in accordance with the applicable law. The measures for traffic control can include personal data processing only if such processing is necessary and proportionate in order to achieve the aforementioned objectives, but only in compliance with the provisions of the national and EU law, including those of Directive 95/46/EC of the European Parliament and of the Council and Directive 2002/58/EC of the European Parliament and of the Council;

(vi) Inasmuch the capacity of the Coolbox network is sufficient, the company offers and provides to its users services other than the Internet Access service which have been optimized for certain content, applications or services, or their combination, when such optimization is necessary to meet the requirements for a certain level of quality of the content, applications, or services.

Currently, such electronic communications services offered by Coolbox to its end-users are TV program transmission and distribution via Internet Protocol (IP) and via end decoding device - Set Top Box (STB) ("IPTV" or "interactive digital TV"), as well as the Fixed Public Telephone Service using the VoIP technology (Voice over IP).

Coolbox informs that in cases where the specified specialized services are provided to a specific user in a package along with the Internet Access service, in order to guarantee the quality requirements of the listed specialized services, the company performs automated traffic control of these services, giving them a priority over the traffic of the Internet Access service which is delivered to and received by the same user.

In these cases of simultaneous use, for example, of an IPTV specialized service in package with the Internet Access service by an end-user, it may be possible that the aforementioned service speed shall be reduced to 16 Mbit / s for each TV set used by this user, where the exact decrease in the specified range depends on the type of used TV channel / High Definition TV - HD or Standard Definition - SD /.

Notwithstanding the above, the prioritization of the traffic of the specialized services in this case does not influence the quality of the "Internet access" service provided to other users at the same time.

(vii) In connection to the implementation of these rules and measures by Coolbox as well as the quality of the service, every user of the service shall have the rights and procedures set forth in Art. 13 of the aforementioned General Terms and Conditions. Moreover, every user of the service, provided that they are a non-defaulting party to the individual contract concluded with Coolbox, may exercise their right under Art. 2.9.5 of the applicable General Terms and Conditions and to unilaterally terminate said contract henceforth by means of a notice and

without needing to pay a penalty, in case of continuous or regularly occurring discrepancy between the actual speeds and/or other quality parameters of the Internet Access service and those specified in this document, for which Coolbox is to blame due to action or inaction on its part. In all cases, the discrepancy which has caused the contract cancellation shall be established through the monitoring mechanisms approved by the Communications Regulation Commission in Sofia /CRC/.