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BIX.BG OOD (BIX.BG)
GlobePEER Remote
Service Specific Terms and Conditions
Effective as of 1 December 2026

1. Scope and Applicability

1.1. These Service Specific Terms and Conditions (the "GPR Terms") govern the provision of GlobePEER Remote ("GPR") services by BIX.BG OOD ("BIX.BG") to its customers (the "MEMBERS").

1.2. The GPR Terms supplement BIX.BG's General Terms and Conditions ("GTC") and Service Level Agreement ("SLA") and form an integral part of each Service Order Form ("SOF") for GPR signed between BIX.BG and the MEMBER.

1.3. By signing the SOF, the MEMBER confirms acceptance of these GPR Terms, BIX.BG's GTC and SLA, and the applicable DE-CIX technical and operational requirements communicated by BIX.BG.

2. Service Description

2.1. GPR enables the MEMBER to access the GlobePEER public peering service at a DE-CIX Internet Exchange operated by a company within the DE-CIX Group, as specified in the applicable Service Order Form (SOF).

2.2. GPR is provided over a dedicated VLAN on the MEMBER's existing BIX.BG Access port, without requiring a physical connection at the remote DE-CIX Internet Exchange.

2.3. GPR provides access to the peering features and functionality available at the respective DE-CIX Internet Exchange, subject to the applicable technical and operational requirements.

2.4. BIX.BG is the contractual and billing counterpart of the MEMBER for the GPR service.

3. Service Capacity

3.1. The GPR service capacity is limited to the bandwidth specified in the applicable SOF for the selected DE-CIX location.

4. Access Port Dependency

4.1. The MEMBER must maintain an active BIX.BG Access port with sufficient available capacity throughout the GPR contract term.

4.2. Suspension or termination of the Access service at the MEMBER's request, or due to the MEMBER's failure to meet its contractual obligations, does not automatically terminate the GPR contract or release the MEMBER from its payment obligations.

4.3. Interruptions or unavailability of the Access service shall be handled in accordance with the applicable GTC and SLA.

5. Service Activation

5.1. The Ready for Service Date ("RFS Date") is the mutually agreed target date for completing the provisioning of the GPR service, as specified in the applicable SOF.

5.2. BIX.BG and the MEMBER shall cooperate and make reasonable efforts to ensure that the GPR service is ready for use on the agreed RFS Date.

5.3. GPR is considered activated on the date when BIX.BG confirms by email to the MEMBER that the service has been provisioned and is ready for use (the "Service Activation Date").

5.4. The contract term commences on the Service Activation Date, while recurring charges commence on the following calendar day, unless otherwise agreed in the SOF.

5.5. Service activation and the start of billing shall not depend on the MEMBER completing its own configuration or establishing individual BGP peering sessions, provided that the GPR service has been provisioned and is ready for use.

5.6. If either party becomes aware of circumstances that may prevent the service from being ready on the agreed RFS Date, it shall promptly inform the other party. Any revised RFS Date shall be mutually agreed in writing, including by email.

5.7. All technical configuration details required for the GPR service, including VLAN ID, IP addresses, Route Server IP addresses, and other relevant parameters, shall be provided by BIX.BG to the MEMBER via email during service provisioning.

6. Contract Term and Termination

6.1. GPR has an initial contract term of 12 months, starting from the Service Activation Date, unless otherwise agreed in the SOF.

6.2. After the initial term, the contract automatically renews for successive three-month periods unless either party gives written notice of termination at least 30 days before the end of the current contract term.

7. Invoicing and Payment

7.1. The Monthly Recurring Charge ("MRC") for GPR is specified in the applicable SOF.

7.2. The GPR MRC will be listed as a separate line item on BIX.BG's invoices and shall be paid together with the MEMBER's other services, in accordance with the existing payment terms and conditions.

7.3. Billing for the GPR service shall commence on the day following the Service Activation Date. For any partial calendar month, the Monthly Recurring Charge (MRC) shall be calculated on a pro-rata basis, using the actual number of billable days divided by the total number of calendar days in that month.

8. Peering Relationships

8.1. GPR provides access to the GlobePEER public peering platform at the selected DE-CIX location.

8.2. The establishment of individual peering relationships depends on the peering policies and mutual agreement of the participating networks. BIX.BG does not guarantee peering with any specific network.

9. Technical and Operational Requirements

9.1. The MEMBER agrees to comply with the applicable technical and operational requirements of DE-CIX related to GPR, as communicated by BIX.BG.

9.2. The MEMBER is responsible for maintaining the technical conditions necessary for the proper operation of the GPR service throughout the contract term.

9.3. The GPR service supports a single MAC address per service. BIX.BG shall arrange for the provision of one IPv4 address and one IPv6 address from the address space of the respective DE-CIX Internet Exchange as part of the service.

10. Service Limitations

10.1. GPR provides remote access to the GlobePEER service. Actual latency and performance may differ from those of a direct physical connection due to the additional transport between BIX.BG and the selected DE-CIX location.

10.2. Service availability and related remedies shall be governed by BIX.BG's applicable SLA, including any service-specific provisions agreed in the SOF.

11. Technical Support

11.1. BIX.BG is the MEMBER's primary point of contact for technical support related to GPR and will coordinate with DE-CIX when necessary to investigate and resolve technical issues.

12. Service Changes

12.1. Any changes to GPR, including bandwidth or destination, are subject to technical availability and mutual written agreement between BIX.BG and the MEMBER.

12.2. Agreed changes shall be documented in an amended or new SOF, or another written agreement between the parties.

13. Priority of Documents

13.1. In the event of any conflict or inconsistency between the applicable documents, the following order of precedence shall apply:

13.1.1. The signed Service Order Form (SOF).

13.1.2. These GPR Terms.

13.1.3. Applicable DE-CIX technical and operational requirements for the GlobePEER service, solely in relation to technical and operational matters.

13.1.4. BIX.BG's General Terms and Conditions (GTC) and Service Level Agreement (SLA).

13.2. The GTC shall govern general contractual matters, while the SLA shall govern service availability, service levels, and related remedies, unless otherwise expressly agreed in the SOF or these GPR Terms.

14. Amendments to the GPR Terms

14.1. BIX.BG may amend these GPR Terms by publishing the amendments on its website (www.bix.bg) and notifying the MEMBER by email at least 30 (thirty) days before the amendments take effect.

14.2. If an amendment materially and adversely affects the MEMBER's existing GPR service, the MEMBER may terminate the affected service without early termination penalties by giving written notice within 10 (ten) days after the amendment takes effect.

14.3. The termination right under Clause 14.2 shall not apply to amendments required by applicable law or to amendments introducing new services, features, or options that do not materially and adversely affect the MEMBER's existing GPR service.

15. Communication and Points of Contact

15.1. All communication between BIX.BG and the MEMBER regarding the GPR service, including commercial, technical, Network Operations Center (NOC), and financial matters, shall be conducted through the existing designated points of contact of the respective parties. Any changes to these points of contact may be agreed in writing, including by email.

Optional Signatures

These GPR Terms are accepted by the MEMBER upon signing the applicable SOF. Separate signatures below are optional and do not affect the validity or applicability of these GPR Terms.

MEMBER	**BIX.BG**
Represented by:	Represented by: Dimo Nikolov