



Media Service Administrator, including when interacting with users:  
**VASKIANI VENTURES LIMITED**  
Registration number HE303042  
Address: Karditsis, 1, Flat/office 102, Kaymakli, 1037, Nicosia, Cyprus  
**On the territory of the Republic of Latvia services are provided by**  
**MEGOGO LLC (SIA "MEGOGO")**  
Registration number 40103584725  
Address: Jūrmala, Kuģu iela 10, LV-2010

#### MEGOGO Media Service

Content access services and television  
distribution network services

### SUMMARY of the User Agreement for MEGOGO Media Services in Latvia

**Effective date March 04, 2025**

- This agreement summary provides the main elements of the MEGOGO media service public offer, as required by EU law<sup>(1)</sup>.
- It helps to make a comparison between service offers.
- Complete information about the service is provided in other documents.

#### Services and equipment

Name of service	Content access services and television distribution networks*
Volume of services**	<p><b>BASIC SUBSCRIPTION:</b> <b>TV and Movies</b> - over 100 channels and 4000 movies, cartoons and series + audiobooks.</p> <p><b>ADDITIONAL SUBSCRIPTION:</b> <b>Discovery+</b> - informative, entertaining shows from Discovery.</p> <p><b>ONE-TIME ACCESS TO CONTENT:</b> Allows access to a selected piece of content for a fee for a specified period.</p>
Devices (software) for the provision of services	<p>The MEGOGO app is available on Smart TVs, Android TVs, game consoles, media players, Apple TV and Android TV set-top boxes, smartphones and tablets, and other Internet-connected devices.</p> <p>Smart TVs: Samsung: Samsung Tizen TV (2015 and newer); Samsung Orsay TV (2013-2014) LG: LG WebOS (from 2014); LG NetCast (2012-2016) Sony: Sony Android TV (from 2015); Sony Opera TV (from 2013); Sony Linux (from 2013) Philips: Philips Android TV (from 2015); Philips Linux (from 2013) Panasonic: Panasonic Firefox OS (from 2015); Panasonic Viera (2012-2014) Android TVs: Android version: 7.0 or higher Game consoles: Sony PlayStation 4, 5; Xbox One, Xbox Series Smartphones and tablets: iOS: 13.0 version and above; Android: 7.0 and above.</p> <p>The full list of devices and their parameters is available on the Media Service pages and is subject to change by the Administrator.</p>

\*The MEGOGO media service (hereinafter referred to as the "media service") consists of the megogo.net website, and MEGOGO software applications for various devices: mobile, Smart TV, and others. Using the media service, users can access a variety of content, including audio, video, music, movies, TV channels, audiobooks, and other entertainment materials, as well as the ability to use other services of the media service in real time through both the website and MEGOGO software applications available on Internet-connected devices.

\*\*The available volume of content purchased by the user, its list, and characteristics may be limited or changed, depending on the territory of the user's residence, devices used by the user to access the content, and in other cases provided by the agreement.

## Speeds of the internet service and remedies

Internet connection indicators for correct operation of the software for service provision*	Minimum speed Upload/download - 5 Mbps
	Publicly available speed Upload/download - ≥10 Mbps - for FULLHD quality; ≥20 Mbps - for 4K UHD quality
	Maximum speed Upload/download - 6000 Mbps
Remedies	<ul style="list-style-type: none"><li>• If due to the fault of the Administrator it is impossible to access the paid content for more than 24 hours but less than 30 days from the date of payment, the Administrator extends access or refunds the payment upon written request of the user to the email address specified in the "All Contacts" section on the Website at the following link: <a href="https://megogo.net/contacts">https://megogo.net/contacts</a></li><li>• All claims under the agreement shall be settled through negotiations. In case of failure to reach an agreement, the dispute shall be resolved in court in accordance with the legislation applicable to the agreement.</li><li>• If the user violates the terms of the agreement and/or the law, the Administrator is not responsible for any possible damage, including lost profits, damage to honor, dignity, or business reputation, arising in connection with the use of the media service, including access to content.</li><li>• Since access to TV channels is provided by retransmission, the Administrator is not responsible for the quality of broadcasting, technical failures, interference when watching TV-channel and other factors that deteriorate the quality of broadcasting, as well as for the content of TV channels.</li></ul>

\* These settings apply to accessing content on a single device; when two or more devices are connected, the settings may vary.

## Price

BASIC SUBSCRIPTION*: <b>TV and Movies</b>	1 month - € 7,99 3 months - € 23,97 12 months - € 95,88
ADDITIONAL SUBSCRIPTION: <b>Discovery+</b>	1 month - € 1,99
ONE-TIME ACCESS TO CONTENT	The cost is available on the media service pages with the corresponding unit of content and/or on the user's profile page.

\*Cost is indicated for the web version of the media service, as well as for Smart TV, and Android TV devices, and may differ for other user devices for the same access to content, as well as depending on the quality of content, user experience, and other conditions.

The Administrator reserves the right to provide users with loyalty programs, and promotional and incentive offers, the details of which are available in the interface of the media service and/or user account. Additional commissions may be charged to third parties who provide payments.

## Duration, renewal and termination

- The User Agreement is concluded for an indefinite period.
- The user can terminate the agreement at any time by deleting his/her account in the media service. In this case, the cost of paid services will not be refunded.
- The Administrator may, at their discretion, suspend, limit, or terminate the user's access to the media service and terminate the agreement unilaterally in case of violation by the user of the terms of the User Agreement, legislation, as well as in case of suspicion of bad faith actions that may harm the media service, the rights of the Administrator and the right holders of the content.

## Features for end-users with disabilities

- The Administrator is committed to ensuring that content is accessible to users with hearing and visual impairments.
- Content may be posted on the Media Service with subtitles in Russian and/or other languages following the Administrator's rights to language versions of content from the right holders of such content.
- The media service also offers content with sign language interpretation, which can be found in the relevant section at <https://megogo.net/en/surdocommenting>, as well as content with sign language and audio description, which can be found at [https://megogo.net/en/collection/smotri\\_kak\\_slushno\\_mobile\\_free](https://megogo.net/en/collection/smotri_kak_slushno_mobile_free).

**Other relevant information**

- The procedure for processing users' personal data is regulated by the Privacy Policy and can be found at <https://megogo.net/en/rules#agreement-privacy>.
- Provision of TV program distribution networks service on the territory of the Republic of Latvia is performed by SIA "MEGOGO" based on the retransmission permit of the National Electronic Mass Media Council of Latvia (hereinafter referred to as the Council) No. RR-43, issued by the Council's decision No. 46 of 13.02.2014 for retransmission and distribution of programs in public electronic communication networks.
- On the territory of the Republic of Latvia access to audiovisual programs, from the program catalog created, is provided by SIA MEGOGO based on Council Decision No. 144 of 24.07.2013 on the inclusion of services provided by SIA MEGOGO in the register of audiovisual on-demand services.
- The User agrees to receive informational and promotional materials from the Administrator through the media service interface, email, phone number, and other means but has the right to opt out of such information via email settings, a special link in the email, by sending an email to the address specified in the "All Contacts" section on the Website at the following link: <https://megogo.net/contacts>, push notification settings, or by blocking messages in messenger apps.
- All intellectual property rights for the use of the Media Service belong to the Administrator, and for the content posted on the Media Service belong to its legal owners. The media service and content as intellectual property objects are subject to legal protection under the applicable laws of the specific territory where the user has access to the media service and content viewing, and international legal norms. The Administrator reserves the right to remove any content from the Media Service at any time without notice to the user.

**User Support:**

In case of any questions, messages, suggestions, or complaints regarding the Media Service, the User may contact the Administrator by sending a letter to the address: Karditsis, 1, apt./office 102, Kaimakli, 1037, Nicosia, Cyprus, or via email and phone numbers specified in the "All Contacts" section on the Website at the following link: <https://megogo.net/contacts>

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 Article 102(3) of Directive (EU) 2018/1972 of the European Parliament and of the Council of 11 December 2018 establishing the European Electronic Communications Code ([OJ L 321, 17.12.2018, p. 36](#)).