

## Information on BLACK pay monthly plan – April 2022

1. The BLACK plan is addressed to all new and existing mobile telephony customers and is offered with the option of a handset with a time commitment of 24 consecutive months.
2. BLACK plan includes specific content allowance (local Minutes, local SMS, Mobile Internet).
3. The monthly subscription of BLACK plan includes both the content allowance subscription and the subscription for the handset.
4. The option of a BLACK Plan with handset requires the commitment of maintaining the plan for 24 consecutive months from the provision date and settlement of the monthly bill via a Direct Debit Authorization. If no such active Direct Debit Authorization for the BLACK Plan exists, a new Direct Debit Authorization application must be signed by the customer to this effect. It is essential to present a recent form with your IBAN bank account number, from the Bank.
5. This plan enables the Customer to select two (2) handsets at a special price, without any upfront.
6. The first Handset will be received by the customer when signing the 24-month commitment and the customer committed to repay it within the 12 first months of the commitment, while the second handset can be received by the customer after the 12th month (according to date of delivery) provided that the customer remains active in the plan, there are no overdue debts and the customer will repay the second handset until the end of the current 24month commitment. If the customer chooses a handset with a higher price than the mentioned special price, the Customer will pay the difference directly to the cashier. Handsets cannot be exchanged with another product, are not transferable and not refundable. For handset after sales support, the customer may contact the sales shop/company, from which the handset was purchased.
7. For Business customers, BLACK's basic monthly subscription is bound by the applicable discount scheme that is currently in place as described on [www.cyta.com.cy/mobile](http://www.cyta.com.cy/mobile).
8. Discounts provided to customers, presented on their accounts and not on the commitment signed.
9. The transfer from the current Cytamobile-Vodafone Pay Monthly Plans, from the soeasy pay as you go plans and from other networks is free of charge. The connection fee for new customers is also free of charge.
10. Upon completion of the BLACK Plan provision process, the content allowance comes immediately into effect and is replenished on a monthly basis.
11. The monthly subscription of a BLACK Plan is calculated on a daily basis. Therefore, a customer connected to the service by the 15th of a month will be charged with the proportional subscription of the plan chosen and will be entitled to all total allowance of minutes, SMS, GB's.
12. Voice minutes of the BLACK plan apply to calls made from Cyprus and to all national networks (mobile and fixed numbers) and/ or for international roaming calls within the European Union (mobile and fixed numbers). Therefore, excluded are the international calls, premium calls or calls to special numbers.
13. The SMS allowance refers to messages sent from Cyprus to all local/national networks and/ or for SMS on international roaming within the European Union. Excluded are SMS to foreign networks or to other services (short numbers)
14. The Mobile Internet (GB's) applies to Internet use over a mobile telephone while in Cyprus and/or while roaming within European Union. For Mobile Internet, usage controls apply, according to the available data volume, with relevant alerts and options for the customer. If the data volume allowance is exhausted within the month, then, depending on the choice of the customer, the relevant charges apply.
15. Noted that, when using the BLACK plan for roaming in the European Union, the European regulation Roaming Like At Home (RLAH) applies. The RLAH is bound by a fair usage policy that can be found at [www.cyta.com.cy/roaming-like-at-home](http://www.cyta.com.cy/roaming-like-at-home).
16. It is clarified that any unused allowance (minutes, SMS, Mobile internet) of the plan is not transferrable from one month to another.
17. For Mobile Internet, usage controls apply, according to the available data volume, with relevant alerts and options for the customer. If the data volume allowance is exhausted within the month, then, depending on the choice of the customer, the relevant charges apply.
18. Call charges are quoted by the minute and are charged on a per 30-second basis. The charging for Mobile Internet is per 4Kb (within or over the content allowance)
19. BLACK plan is provided with maximum possible download and upload speeds. Speed information is available at [www.cyta.com.cy/mobile](http://www.cyta.com.cy/mobile)
20. In case of temporary disconnection (e.g. due to SIM Card loss or bill settlement delay), the total monthly subscription will still be charged.
21. After the 24-month commitment period, if the Customer does not renew the BLACK plan for a new 24 month commitment, the corresponding BLACK plan, without handset and time commitment will apply with following subscription:

Plan	Basic Monthly Subscription after 24 month
BLACK	€65

22. In case of termination of the BLACK Plan, before the end of the 24-month commitment, the customer must pay the amount shown in the 4th column of the table below, minus the subscriptions already paid for the handset. Note that, the switch to another Plan (Classic, soeasy, RED, Freedom) or portability to another provider also constitutes termination.

Plan	Basic Monthly Subscription	Early termination Fee	Total Charge of early termination fee
BLACK	€110	€25	€745
BLACK	€120	€25	€865
BLACK	€150	€25	€1225

23. If the customer terminates the commitment or the plan before the end of the initial 12 months then the customer must pay only the total amount of early termination (column 5) for the first Handset, minus the installments that have already been paid for the first Handset.
24. In order to avoid network congestion and to protect the quality of service provided to customers, Cyta implements a Fair Usage Policy, which provides that the BLACK Plan, which include unlimited local minutes and /or local SMS, are offered only for interpersonal communication and for private, personal use of the service. Under no circumstances is their use allowed for profit purposes or for resale of the service. Interpersonal communication in this respect refers to the standard person-to-person calls and sending of SMS from the hand of a human. Therefore, unlimited use is prohibited for multiple simultaneous calling, conference calling, re-supply, call center usage, telemarketing, bulk messaging, application-to-person communication, continuously call forwarding, auto-dialing, machine to machine communication, Cellular Trunking Units (CTUs), or any other activity that Cyta considers to be nonstandard usage or not fair. In case of breach of this condition, Cyta has the right, upon notice of the customer to apply charges, to transfer the client to another program and/or disconnect temporarily or permanently terminate the service without any further notice.
25. OneNumber service is offered with BLACK plan.
26. BLACK plan is offered for use on Mobile Phones and/or Tablets. It cannot be used on other devices such as routers, dongles, laptops, etc. for which Vodafone Mobile Broadband plans apply. For more information visit [www.cyta.com.cy/mobile-internet/en](http://www.cyta.com.cy/mobile-internet/en) .