

28/4/2023

Telecommunications Str., P.O.Box 24929,
CY-1396, Lefkosia, Cyprus

For Support/Complaint Submission
Consumers: 132
Business: 150 / cyta150@cyta.com.cy

**CONTRACT SUMMARY**

* The contract summary provides the main elements of the service offer, as required by EU Law1.
* It helps to make a comparison between service offers.
* It provides complete information about the services provided in other documents.

|  |  |  |  |
| --- | --- | --- | --- |
| **Service** | **Download/Upload (up to) speed** | **Installation Fee (1)** | **Price** |
| Internet Home10Mbps + Telephony | 10Mbps/2Mbps | € 69,00 | € 34,96 |
| Internet Home20Mbps + Telephony | 20Mbps/2Mbps | € 69,00 | € 46,26 |
| Internet Home30Mbps + Telephony | 30Mbps/4Mbps | € 69,00 | € 51,36 |
| Internet Home50Mbps + Telephony | 50Mbps/5Mbps | € 69,00 | € 57,36 |
| Internet Home80Mbps + Telephony | 80Mbps/10Mbps | € 69,00 | € 62,36 |
| Internet Home100Mbps + Telephony | 100Mbps/10Mbps | € 69,00 | € 72,36 |
| Note: The above fees apply to customers who wish to have a new connection to the Internet with a telephone line. |

**1. Installation Fee**: €69 can be paid once off or in 10 monthly installments. In the self-installation the charge is €59 and is available for services with speeds up to 50Mbps.

**2. Termination**: Upon termination of the Internet Home service the equipment provided by Cyta for the operation of the service must be returned to Cyta. If the equipment is not returned there will be a charge of €35,70.

**3. Features for end-users with disabilities:**

People with special needs:

• Free Telephony monthly subscription (€16,96 included in the above fees) + 100 Minutes to local Providers.

• 61% discount on the Internet Home monthly subscription.

Low income customers:

• 50% discount on the Telephony monthly subscription.

**4. Other Relevant Information:**

a. Package features. Internet Home services include:
• Enhanced protection against online threats with the SafeWeb service.
• Free modem with Wi-Fi and router functionalities.
• One free e-mail address.
• Free provision of antivirus and antispam email protection.
• Free provision of Safe Internet for protecting children from undesirable and harmful internet
 content.
• Free Technical Service and Customer Support via 132.

b. The 2nd Internet Home service: The discount is offered on the connection with the lowest price. The 2nd Internet Home provides only internet connectivity and the Complimentary facility Safe Internet for Home.

c. Other discounts:
• Professional groups that number more than 15 persons: 5% discount on the monthly subscription.
• Large families: 15% discount on the monthly subscription.

It is noted that the above fees include the Telephony together with the broadband access fee amounting to €16,96 which does not benefit from the professional groups and large families’ discounts.

• Internet Youth & 2Play Youth: Special rates apply for customers from 18 to 27 years of age. More information: <https://www.cyta.com.cy/internet-2play-youth/en>

d. Access to the internet is offered as follows:

(i) Advertised speed - this is the speed that is advertised for each product.

(ii) Maximum speed - this is the same as the advertised speed.

(iii) Normally available speed - this is at least 90% of the maximum speed and is available to the end user twenty-four hours a day.

(iv) Minimum speed - this is defined as 80% of the maximum speed.

More Info: <https://www.cyta.com.cy/telephony-internet>

All quoted prices include VAT.