

31/5/2023

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.

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| **Service** | **Download/Upload (up to) speed** | **Installation Fee (1)** | **Price** |
| Internet Home100Mbps + Telephony | 100Mbps/40Mbps | € 69,00 | € 34,89 |
| Internet Home200Mbps + Telephony | 200Mbps/60Mbps | € 69,00 | € 46,20 |
| Internet Home300Mbps + Telephony | 300Mbps/80Mbps | € 69,00 | € 56,60 |
| Internet Home500Mbps + Telephony | 500Mbps/120Mbps | € 69,00 | € 70,50 |
| Internet Home1Gbps + Telephony | 1Gbps/250Mbps | € 69,00 | € 83,59 |
| Internet Home2Gbps + Telephony | 2Gbps/500Mbps | € 159,00 | € 117,19 |
| Note: The above fees apply to customers who wish to have a new connection to the Internet with a telephone line. |

**1. Installation Fee**: For the Internet Home products with speeds up to 1Gbps the installation charge is €69,00 and for the Internet Home2Gbps is €159,00. Τhe installation charge includes the modem and may be paid as an once-off amount or in ten monthly instalments.

**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 for Internet Home products of speeds up to 1Gbps and €119 for Internet Home2Gbps product.

**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.