 

Telecommunications. Str. Strovolos P.O BOX 24929, CY-1396, Nicosia, Cyprus

For Support / Complaint

Individuals: 132

Business: 150 / cyta150@cyta.com.cy

Date: 13/5/2022

**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 & Equipment**  **(1)** | Min | SMS | Mobile Internet | **Price/ Monthly Fee (2)** | Total Installments | **Duration/ Months (3)** | **Termination**  **(5)** |
| RED Family (2 members) | Unl | Unl | **300GB** | **€77** | - | 24 | €25 |
| RED Family + Installment €4 | Unl | Unl | **300GB** | **€81** | €96 | 24 | €25 + Remaining Installments |
| RED Family + Installment €7 | Unl | Unl | **300GB** | **€84** | €168 | 24 |
| RED Family + Installment €10 | Unl | Unl | **300GB** | **€87** | €240 | 24 |
| RED Family + Installment €13 | Unl | Unl | **300GB** | **€90** | €312 | 24 |
| RED Family + Installment €16 | Unl | Unl | **300GB** | **€93** | €384 | 24 |
| RED Family + Installment €20 | Unl | Unl | **300GB** | **€97** | €480 | 24 |
| RED Family + Installment €24 | Unl | Unl | **300GB** | **€101** | €576 | 24 |
| RED Family + Installment €27 | Unl | Unl | **300GB** | **€104** | €648 | 24 |
| RED Family + Installment €30 | Unl | Unl | **300GB** | **€107** | €720 | 24 |
| RED Family + Installment €34 | Unl | Unl | **300GB** | **€111** | €816 | 24 |
| RED Family + Installment €38 | Unl | Unl | **300GB** | **€115** | €912 | 24 |
| RED Family + Installment €48 | Unl | Unl | **300GB** | **€125** | €1152 | 24 |

RED Family Mobile Program is only available to individuals who wish to manage a family mobile plan with a basic monthly subscription and the condition of staying in the plan for 24 consecutive months. The monthly subscription concerns the Customer Owner of the RED Family plan and the 1st member. The Customer Owner can add to the program up to four (4) mobile phone numbers, which are registered in the Customer Owner himself, **with an additional monthly charge of €15 per mobile** included in this plan. Constant charge after the exhaustion of available Mobile Internet: **ΜΙ: €10/10GΒ**

**4. Renewal of Contract**: After the 24-month period, provided no renewal has taken place or no other new Plan (with or without a handset) has been selected by the customer, the corresponding RED Family without time commitment shall come into force and the monthly subscription/price will be **€80/month**.

**5. Termination:** In case of early termination the charge is €25. If a device/handset was provided in installments, then the customer must pay the remaining installments. Early termination of a RED Family member has a penalty of €2,50.

**6. Features for end-users with disabilities:** People with blindness: Calls to 11892 (directory information) from a specific landline and a Pay monthly mobile phone per beneficiary are not charged.

**7. Other Relevant Information’s**: The maximum number of handsets that the Customer-Owner can choose for including in the plan may not be more than three (3), provided that the total number of handsets does not exceed the number of members including the Customer-Owner in the RED Family plan. If the number of the RED Family plan mobile phone subscriptions is reduced to a number, smaller than the number of the handsets, the respective handset subscription(s) will be terminated automatically. If the Customer Owner initially choose a handset and then add a second or more handsets, these terms are terminated and replaced by the renewed RED Family plan, including the additional handset(s) and with a new 24-month commitment. Cyta shall notify the Subscriber at least one (1) month before the date of application of new fees/rates and for its right to terminate in accordance with Term 13.5 of the General Agreement for the Provision of Electronic Communications. More info <https://www.cyta.com.cy/red-family>.

\All quoted prices include VAT.

-----------------------------------------

1 Article 192(3) of Directive (EU) 2018 (1972) of the European Parliament and the Council of 11 December 2018 establishing the European Electronics Communications Code. For completing the Contract Summary form, refer to Commission Implementing Regulation EU 2019/2243, Part B.