 

Telecommunications Str. Strovolos,

P.O BOX 24929, CY-1396, Nicosia, Cyprus

For Support / Complaint

Individuals: 132

Business: 150 / cyta150@cyta.com.cy

Date: 3/10/2022

**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.

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| --- | --- | --- | --- | --- | --- | --- | --- |
| **Service & Equipment****(1)** | Min | SMS | Mobile Internet | **Price/ Monthly Fee (2)** | Total Installments | **Duration/ Months (3)** | **Termination****(5)** |
| RED1  | 300 | 300 | 1GB | **€11** | - | 24  | €25 |
| RED1 | 300 | 300 | 1GB | **€14** | - | 1 | €25 (the 1st month) |
| RED1+Installment €4 | 300 | 300 | 1GB | **€15** | €96 | 24 | €25 + Remaining Installments |
| RED1+Installment €7 | 300 | 300 | 1GB | **€18** | €168 | 24 |
| RED1+Installment €10 | 300 | 300 | 1GB | **€21** | €240 | 24 |

Constant charge after the exhaustion of available minutes, SMS, MB’s

Minutes: €0,0964/min SMS: €0,04/ SMS ΜΙ: €2,50/ 50ΜΒ

**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 SIM Only and without time commitment shall come into force and the monthly subscription/price will be **€14/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.

**6. Features for end-users with disabilities:** Hearing Impaired Clients: 30 Minutes Free Video Calls

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**

For Business customers, RED's basic monthly subscription is bound by the applicable discount scheme that is currently in place as described on [www.cyta.com.cy/business-red-plans/en](http://www.cyta.com.cy/business-red-plans/en).

The option of α RED 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. It is essential to present a recent form with your IBAN bank account number, from the Bank. More info [www.cyta.com.cy/red-plans](http://www.cyta.com.cy/red-plans). Changes from one plan to another with a) higher allowance or higher speed (Minutes, SMS and Mobile Internet) is limited to once (1) every 7 days, whereas b) downgrade to a lesser allowance or speed, is limited to once (1) every 3 months and is subject to a charge of €25.

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.

All quoted prices include VAT.

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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.