 

Telecommunications Str. Strovolos,

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

For Support / Complaint: 132

Date: 3/11/2023

**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
1. **Activation:** By activating soeasy SIM card, your account will be automatically credited with €1 free initial airtime and you will be connected to the Cytamobile-Vodafone. The validity period for the initial airtime is 90 days.
2. **Charges:** Minutes €0,09/min SMS €0,03/ SMS ΜΙ: €0,15/ ΜΒ
3. **Top-up and Validity:**

| **Top-up values** | **Validity** |
| --- | --- |
| €1 | 30 days |
| €3 | 30 days |
| €5 | 90 days |
| €10 | 180 days |
| €20 | 180 days |
| €35 | 365 days |
| €50 | 365 days |
| **Mobile Internet** | **Validity** |
| 4GB - €5 | 30 days |
| 12GB - €10 | 30 days |
| 24GB - €15 | 30 days |

* Should activation of a new top-up card is not be made within the validity period, then any credit balance is “frozen” (cannot be used), except if, the customer credits his/her account by activating a new top-up Card (as long as this happens before the soeasy account expires).
* If the top-up validity period expires and a new top-up is not made, the outgoing calls are interrupted immediately, whilst incoming calls are interrupted 30 days later.
* If the customer uses up the full top-up credit before the end of the top-up validity period, then only incoming calls and outgoing calls to emergency numbers and for activation of a new Top-up Card will be allowed, until the end of the top-up Card validity period plus the additional 30 days from the activation date of the top-up cards.
* If the customer does not make a top-up within 30 days after the end of the top-up validity period plus the additional 30 days, the soeasy service connection will be automatically terminated and the account will be deleted.

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.

For more information [www.cyta.com.cy/soeasy](http://www.cyta.com.cy/soeasy)