



ANNOUNCEMENT

Upgrade from MultiSIM to SameNumber (Same Number, Multiple Devices)

29 May 2026

Cyta is upgrading the MultiSIM service, offering a significantly enhanced calling experience and simultaneous operation across all connected devices through the new SameNumber service (formerly ONE Number).

The SameNumber service allows the use of the same mobile number on multiple connected devices, such as mobile phones, tablets, and smartwatches.

The gradual upgrade of the service will begin on 29 June 2026. Customers will be informed in advance via SMS of the exact date and time of their upgrade.

With the new SameNumber service:

- Calls are made over 4G and 5G networks (VoLTE), providing improved voice quality and faster connection setup where supported,
- Outgoing calls can be made from all connected sims, unlike the MultiSIM service where only 2 sims can be used for outgoing calls,
- All connected devices receive incoming calls simultaneously, unlike the MultiSIM service where the user selects one device to receive calls,
- Incoming SMS messages are always received on the primary SIM, while SMS messages can be sent from any SIM,
- All connected devices continue to support mobile internet access,
- The maximum number of sims per number is set at 4 instead of the 5 currently supported.

The monthly charge for each SIM under the SameNumber service will be €5,95, compared to the current €3,50 under the MultiSIM service.

Customers already using the ONE Number service do not need to take any action. Their service will continue to operate normally and will simply be renamed SameNumber.

This announcement is issued pursuant to the Electronic Communications End-Users' Rights Regulatory Decision of 2025 (K.D.P. 189/2025).

If a customer does not wish to upgrade to the SameNumber service, they are entitled to terminate the service without charge within thirty (30) days from the date of this announcement.

*For more information, interested parties may contact the Customer Contact Centre by calling 132, the Cyta Business Call Center by calling 150, visit any Cyta shop, or visit www.cyta.com.cy.
Cyta is the trade name of the Cyprus Telecommunications Authority.*