

Cyta CONNECTED home and Cyta CONNECTED business – Terms and Conditions

1. Service Description

Cyta CONNECTED home and Cyta CONNECTED business are smart solutioning services for home and business (Smart Living) that allow the Customer to manage compatible smart devices through a mobile application and/or a web interface. The service is provided through the platform of Cyta's third-party partner, Alarm.com, and supports interconnected devices such as the gateway hub, cameras, sensors, smart plugs, smart locks, video doorbells and other compatible equipment.

Depending on the selected equipment, the service provides functionalities including remote control, notifications, automation, device status monitoring and cloud-based video storage.

2. Service Requirements

The following are required for the operation of the service:

- an active Cyta Internet Fiber service (Internet Home/Internet Small Business/Internet Business);
- installation and use of the Cyta Connected Hub;
- compatible smart devices for home and business (Smart Living);
- an active internet connection and electrical power supply;
- a valid email address for account creation;
- use of the Cyta Connected application on a compatible Android or iOS device and/or use of the corresponding platform application via the web;
- suitable electrical infrastructure for the installation of the devices.

The proper operation of the service depends on the quality of the internet connection, electrical power supply, coverage of Wi-Fi connectivity, correct installation of the equipment and the availability of the platform.

3. Equipment

The equipment is sold by Cyta through its retail stores and digital sales channels. The Customer is responsible for the proper use, safekeeping and maintenance of the equipment.

Purchase of the **Hub** is **mandatory** for the activation of the Service.

Cyta does not guarantee the operation of the Service with unauthorized, incompatible or modified devices.

4. Equipment Instalment Plans

The service is offered in conjunction with equipment packages payable in **36 monthly instalments**. Selection of an Equipment Instalment Plan is mandatory for the activation of the CONNECTED home/ CONNECTED business service

Equipment Instalment Plans	Monthly Charge with VAT
CONNECTED home/CONNECTED business Coupon €360	€10/month
CONNECTED home/CONNECTED business Coupon €540	€15/month
CONNECTED home/CONNECTED business Coupon €720	€20/month
CONNECTED home/CONNECTED business Coupon €900	€25/month
CONNECTED home/CONNECTED business Coupon €180	€5/month (additional purchases only)

The following conditions apply to the instalment plans:

- a direct debit mandate is required,
- the commitment and repayment period is thirty-six (36) months,
- upgrading or downgrading from one equipment installment plan to another is not permitted,
- purchase of the Hub is required with the first equipment installment plan,
- the CONNECTED home/CONNECTED business Coupon €180 corresponding to €5 monthly installment is available only to Customers with an active CONNECTED home/CONNECTED business service and may be used as an additional package for the purchase of additional equipment,
- if the service is terminated before completion of the 36-month repayment period, the Customer shall pay all outstanding instalments,
- in the event of early termination or early settlement of the instalments, an early termination fee of €25 shall apply. This fee does not apply to the early settlement of the CONNECTED home Coupon €180,
- where the value of the selected equipment exceeds the value of the chosen instalment plan, the Customer shall pay the difference upfront.

5. Service Subscription

The Cyta CONNECTED home/CONNECTED business service is subject to a monthly subscription fee of:

€11,99 per month, including VAT.

The subscription includes access to the service, the mobile application, platform management, storage service (cloud), backup eSIM with unlimited data and technical support, in accordance with the service features.

The above subscription fee does not include the monthly charge for the Equipment Instalment Plan.

6. Installation / Activation

The service can be activated following an online order or upon visiting a Cyta retail store or an authorized Cyta partner store and creating a Customer account.

Installation may be carried out by Cyta's technical team or an authorized Cyta installation partner.

The installation fee is: **€120 (one-off) including VAT**, unless a promotional offer providing free installation applies.

Where offered, free installation does not create any additional contractual commitment or early termination penalty.

Cyta and/or the installation partner shall not be liable where installation cannot be completed due to unsuitable site conditions, lack of access, inadequate electrical infrastructure, weak Wi-Fi signal, unavailable internet connectivity or Customer instructions or interventions.

Installation includes only the configuration of the devices and application by an authorized Cyta technician or authorized installation partner.

Any electrical works required must be carried out by a licensed electrician.

7. Technician Visits Following Installation

Additional technician visits shall be charged at: **€50 per visit.**

The charge applies, indicatively, to:

- removal of equipment;
- reinstallation of equipment;
- installation of additional equipment;
- battery replacement;

- any technician visit requested by the Customer.

Free installation promotions do not apply to subsequent technician visits.

8. Cloud Services and Video Storage

The service includes cloud-based video storage, subject to the Customer's equipment configuration and the terms of the Alarm.com platform.

The availability of video recordings, notifications and event history depends on:

- the internet connection,
- the operation of the camera or device,
- the electrical power supply,
- cloud storage capacity or applicable limitations,
- the settings selected by the Customer.

9. Scope of the Service

The service is provided exclusively for information, automation and remote monitoring purposes and does not constitute an alarm or security system, nor a private guarding or monitoring service.

The service is not intended, and must not be used, as the sole means of protecting persons, residences, premises or property.

Cyta does not guarantee the prevention, detection or response to any theft, burglary, fire, vandalism or other security incident and does not provide monitoring services through an Alarm Receiving Centre, security guarding or emergency response services.

The Customer remains solely responsible for taking appropriate security measures to protect their property and persons.

10. Notifications and Automation

Notifications, scenarios and automation features are provided based on the Customer's selected settings and the functionality of the connected devices.

Cyta shall not be liable for delayed, undelivered or inaccurate notifications resulting from interruptions to the internet connection, power outages, limitations of the mobile device, changes made by the Customer to the service settings, failures of third-party platforms or other technical limitations.

11. eSIM / Backup Connectivity

The Hub includes an embedded eSIM providing backup connectivity in the event of interruption of the primary internet connection.

The backup connection is intended to maintain the basic functionality of the service where technically feasible. It does not guarantee the full or uninterrupted operation of all service features, particularly those requiring high bandwidth, such as live video streaming or cloud video uploads.

Back up connection offers internet access for the Hub only.

12. Third-Party Platforms and Partners

The service is provided using the platform and technology of Cyta's third-party partner, Alarm.com.

The service may also be compatible with third-party platforms or smart assistants, including Alexa and Siri. The use of such platforms is governed by the terms of use and privacy policies of the respective third-party providers.

Cyta shall not be responsible for any changes, restrictions, interruptions or malfunctions affecting third-party services.

13. Technical Support

Cyta provides technical support for the CONNECTED home/CONNECTED business service.

Technical support includes:

- basic assistance through the Customer Service Centre,
- changes to device configuration,
- remote troubleshooting,
- verification of the service operation,
- support through authorized partners,
- escalation of support requests to an authorized technical partner or to the platform provider, where necessary.

Technical support does not cover issues resulting from incompatible equipment, changes to the installation environment, Wi-Fi modifications, power failures, unauthorized interventions, third-party devices or use of the service contrary to the provided instructions.

Under no circumstances shall Cyta or its authorized partners have access to the Customer's camera recordings or be able to activate or deactivate smart devices, or lock or unlock a smart lock. Such actions are managed exclusively by the Customer.

14. Relocation of the Service

Where the service is relocated to a new address, the Customer is responsible for transporting the equipment.

If the Customer requests a technician visit for the removal or reinstallation of the equipment, a charge of €50 per visit shall apply.

The proper operation of the service at the new address depends on the availability of an active Internet Fiber service, adequate coverage, Wi-Fi connectivity, suitable electrical infrastructure and the feasibility of reinstalling the devices.

15. Transfer of the Service

The CONNECTED home service and CONNECTED business service are linked to the Customer's account and to the Cyta Internet Fiber service.

The transfer of the CONNECTED home/CONNECTED business service requires the simultaneous transfer of the Cyta Fiber Internet service

Where only the Cyta Internet Fiber service is transferred to another customer, the CONNECTED home/CONNECTED business service must first be terminated.

If the CONNECTED home/CONNECTED business service is still within the 36-month instalment period, the previous account holder shall pay the applicable early termination fee together with all outstanding equipment instalments.

The transfer of the CONNECTED home/CONNECTED business service requires confirmation by both the current and the new account owner.

16. Termination of the Service

The Customer may request termination of the CONNECTED home/CONNECTED business service.

If the service is terminated before completion of the 36-month equipment repayment period, the following shall apply:

- an early termination fee of €25,
- immediate payment of all outstanding equipment instalments.

Upon termination, access to the application, the platform, cloud services, notifications and remote management functionalities shall be deactivated.

17. Temporary Suspension

Temporary suspension is not available for the CONNECTED home and CONNECTED business service as a standalone service.

If the Customer's internet service is temporarily suspended, the operation of the CONNECTED home/CONNECTED business service may be affected or interrupted.

The 36-month commitment and the equipment instalment payments shall continue to apply throughout the suspension period.

18. Warranty and Defective Equipment

The equipment is covered by the warranty provided under the applicable laws of the Republic of Cyprus, namely Law 154(I)/2021, as amended from time to time. The warranty period commences on the date of delivery of the goods.

18.1 Warranty Coverage

The warranty shall cease to apply where:

- a) the applicable warranty period has expired from the date of delivery; or
- b) the defect or damage results from the fault or negligence of the owner/customer, including, by way of example, corrosion caused by liquid ingress or moisture, external impact, unauthorized intervention or modification of the equipment, or similar causes.

18.2 Statutory Warranty under Cyprus Law

Cyta applies the statutory **two (2)-year warranty** provided under the **Sale of Goods Law (Law 154(I)/2021, as amended)**, covering any lack of conformity existing at the time of delivery and identified within two (2) years from the date of delivery or purchase.

For second-hand goods, Cyta shall be liable only for any lack of conformity identified within one (1) year from the date of delivery or purchase.

Pursuant to Sections 10 and 12 of the Law, Cyta shall be liable for any lack of conformity (including device defects) existing at the time of delivery, provided that the Customer notifies Cyta of such lack of conformity within at least two (2) months from the date on which it was detected.

In the event of a defective device, Cyta shall assess the reported issue and, where applicable, repair or replace the equipment in accordance with the applicable warranty provisions.

19. Customer Obligations

The Customer shall:

- provide accurate contact details and a valid email address,
- keep their application login credentials secure,
- not grant access to unauthorized persons,
- use the service in accordance with the provided instructions,
- refrain from making any unlawful or unauthorized modifications to the equipment or platform,
- notify Cyta immediately in the event of loss of access, suspected unauthorized use or technical problems,
- ensure that cameras and sensors are installed and used in compliance with the applicable legislation.

20. Personal Data and Privacy

In order to provide the service, Cyta and its partner Alarm.com shall process personal data, including account information, contact details, technical device information, usage data, IP addresses, equipment location data, notifications and event information.

Personal data shall be processed in accordance with the applicable data protection legislation, including Regulation (EU) 2016/679 (GDPR) and Law 125(I)/2018, the Cyta Privacy Policy (<https://www.cyta.com/privacy-policy>) and the Alarm.com Privacy Policy (<https://www.alarm.com/legal/eea-policy>).

Such data shall be retained for the duration of the provision of the service or for such period as determined by the Customer through their account settings.

Personal data may be transferred to the United States under appropriate contractual safeguards.

The Customer has the right to exercise their rights of access, rectification, erasure and data portability by contacting dpo@cyta.com.cy or privacy@alarm.com.

21. Use of Cameras and Compliance with the Law

The Customer bears sole responsibility for the lawful installation and use of any camera or image and/or audio recording device used in connection with the service and for ensuring compliance with all applicable laws and regulations.

Cyta shall not be liable for any unlawful use of such devices by the Customer or for any claims, fines, penalties or damages arising from such use.

22. Limitation of Liability

Cyta shall not be liable for any loss, damage or malfunction arising from:

- interruption of the internet connection,
- power outages,
- weak or unstable Wi-Fi connectivity,
- incorrect or improper use or configuration by the Customer,
- incompatible devices,
- third-party services or platforms,
- changes to third-party software or firmware,
- failure by the Customer to install required security updates,
- unauthorized modifications or interventions;
- normal wear and tear or physical damage to the equipment;
- burglary, fire, flooding or any other incident or damage not caused by Cyta's fault or negligence.

23. Changes to the Service

Cyta reserves the right to modify, upgrade, replace or discontinue any feature or functionality of the service where required for technical, commercial, legal or operational reasons.

Where required, Customers shall be notified of such changes in accordance with the applicable legal and regulatory requirements.

24. Promotional Offers

Any promotional offers, discounts, free installation or subscription discounts shall apply only for the period and under the terms announced by Cyta.

Unless expressly stated otherwise in the applicable promotional terms, free installation and subscription discounts shall not create any additional contractual commitment or early termination penalty.

25. Cyta's Right to Suspend or Terminate the Service

Cyta reserves the right to suspend or terminate the service in the event of the Customer's non-compliance with these Terms and Conditions, failure to settle outstanding amounts due, unlawful or abusive use of the service, or any act or omission that may affect the security or proper operation of the service.

26. Account Security and Cybersecurity

Cyta and its partner, Alarm.com, implement all appropriate measures to safeguard the security of the Customer's information and data.

Cyta shall not be liable for any unauthorized access resulting solely from the Customer's negligence.

27. Technical Device Limitations

Cyta reserves the right to impose technical limitations on the number and/or type of devices that may be connected to the service.

At present, the maximum number of cameras that may be connected to the service is **four (4)**, including indoor cameras, outdoor cameras and video doorbells, regardless of the combination thereof.

28. Device Compatibility and Support

Cyta does not guarantee the continued compatibility of any device and reserves the right to discontinue support for any device for technical or commercial reasons.

29. Software and Firmware Updates

Software or firmware updates may be installed automatically and may result in a temporary interruption of the service.

30. Use of the eSIM Backup Connection

The eSIM backup connection is intended solely to maintain the basic functionality of the CONNECTED home and CONNECTED business Service and is not a substitute for the primary internet connection.

31. Acceptance of the Terms

By completing the order, the Customer confirms that they:

- have been informed of the cost of the service and the equipment,
- accept the applicable monthly subscription fee,
- accept the thirty-six (36)-month equipment instalment repayment period, subject to meeting the applicable creditworthiness requirements,
- acknowledge that the service depends on an internet connection, electrical power supply, Wi-Fi connectivity and compatible equipment,
- acknowledge that the service is **not** an alarm system, security system or private guarding service,
- accept these Terms and Conditions.

32. Customer Support

Customers may contact Cyta Customer services for support regarding the CONNECTED home/ CONNECTED business service by calling:

- 132 for residential customers, or
- 150 for business customers.

33. Agreement

These Terms and Conditions supplement the **General Agreement for the Provision of Electronic Communications Services**, together with the specific terms and conditions applicable to the Internet service.

34. Governing Law

These Terms and Conditions shall be governed by the laws of the Republic of Cyprus.

Any dispute arising out of or in connection with these Terms and Conditions shall be subject to the exclusive jurisdiction of the competent courts of the Republic of Cyprus.