Information on FLEX/FREEDOM pay monthly plans

1. The FLEX/FREEDOM Plans are addressed to all new and existing mobile telephony customers and are offeFLEX with the option of a handset (FLEX / FREEDOM plan with handset) or only the SIM Card (FLEX/FREEDOM SIM only).
2. FLEX/FREEDOM plans with Handset installments are offered with a 24-month commitment, while SIM only plans are offered with a 24-month or monthly commitment.
3. Each FLEX/FREEDOM Plan includes specific content allowance (local Minutes, local SMS, Mobile Internet). The monthly subscription of FLEX/FREEDOM Plans with handset includes both the content allowance subscription and the subscription for the handset.
4. The option of α FLEX/FREEDOM 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. If no such active Direct Debit Authorization for the FLEX/FREEDOM Plan exists, a new Direct Debit Authorization application must be signed by the customer to this effect. It is essential to present a recent form with your IBAN bank account number, from the Bank.
5. With the 24month subscription of the FLEX/FREEDOM Plans with handset, the customer has the option of selecting a handset, at a special price, without any upfront. Should the customer select a more expensive handset than the above special price, the price difference must be paid directly to the cashier. The handset cannot be exchanged with another product, is non-transferable and is non-refundable. For handset after sales support, the customer may contact the sales shop/company, from which the handset was purchased.
6. For Business customers, FLEX/FREEDOM basic monthly subscription is bound by the applicable discount scheme that is currently in place as described on www.cyta.com.cy/mobile.
7. The FREEDOM Plans are offeFLEX with a 30% discount exclusively to individuals aged 18 to 30. The 30% discount on the FREEDOM Plans is valid until 31 December of the year in which the customer turns 30 years old, regardless of the initial duration of the contractual period. If the discount expires before the end of the 24-month contract period, the subscription will be automatically adjusted to the current price of the FREEDOM Plans.
8. Discounts provided to customers, presented on their accounts and not on the commitment signed.
9. The transfer from the current Cyta Pay Monthly Plans (Classic), from the soeasy pay as you go plans and from other networks is free of charge. The connection fee for new customers is also free of charge.
10. Upon completion of the FLEX/FREEDOM Plan provision process, the content allowance comes immediately into effect and is replenished on a monthly basis.
11. The monthly subscription of a FLEX/FREEDOM Plan is calculated on a daily basis. Therefore, a customer connected to the service by the 15th of a month will be charged with the proportional subscription of the plan chosen and will be entitled to all total allowance of minutes, SMS, GB's.
12. Voice minutes of the FLEX/FREEDOM plans apply to calls made from Cyprus and to all national networks (mobile and fixed numbers) and/ or for international roaming calls within the European Union (mobile and fixed numbers). Therefore, excluded are the international calls, premium calls or calls to special numbers.
13. The SMS allowance refers to messages sent from Cyprus to all local/national networks and/ or for SMS on international roaming within the European Union. Excluded are SMS to foreign networks or to other services (short numbers).
14. The Mobile Internet (MB's) applies to Internet use over a mobile telephone while in Cyprus and/or while roaming within European Union. For Mobile Internet, usage controls apply, according to the available data volume, with relevant alerts and options for the customer. If the data volume allowance is exhausted within the month, then, depending on the choice of the customer, the relevant charges apply.
15. Note that, when using the FLEX/FREEDOM plan for roaming in the European Union, the European regulation Roaming Like At Home (RLAH) applies. The RLAH is bound by a fair usage policy that can be found at www.cyta.com.cy/roaming-like-at-home.
16. It is clarified that any unused allowance (minutes, SMS, Mobile internet) of the plan is not transferrable from one month to another.
17. If the minutes or SMS allowance is exhausted within a month, then a fixed charged applies.
18. For Mobile Internet, usage controls apply, according to the available data volume, with relevant alerts and options for the customer. If the data volume allowance is exhausted within the month, then, depending on the choice of the customer, the relevant charges apply.
19. Call charges are quoted by the minute and are charged on a per 30-second basis. The charging for Mobile Internet is per 4Kb (within or over the content allowance)
20. In case of temporary disconnection (e.g. due to SIM Card loss or bill settlement delay), the total monthly subscription will still be charged.
21. Upgrade of the FLEX/FREEDOM Plan for a higher allowance (Minutes, SMS and Mobile Internet) is limited to once (1) every 7 days, whereas downgrade to a lesser allowance is limited to once (1) every 3 months and is subject to a charge of €25. It is possible to change the plan with handset installments provided that the handset installment is available in the new plan.
22. Any upgrade/downgrade of the FLEX/FREEDOM Plan does not affect the validity period of the 24month commitment. During the 24th month, upgrade or downgrade of the plan is offered only in combination with the renewal of the plan for another 24 months

23. 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 FLEX/FREEDOM Plan SIM Only and without time commitment shall come into force.

FLEX SIM Only	Monthly Subscription With monthly commitment	Monthly Subscription with 24month Commitment	Early Termination Fee	Basic Monthly Subscription after 24month
FLEX	€14	€11	€25	€14
FLEX plus	€20	€17	€25	€20
FREEDOM	€31	€28		€31
FREEDOM plus	€36	€33	€25	€36
FREEDOM max	€44	€41		€44

24. In case of termination of the FLEX/FREEDOM Plan, before the expiry of the 24-month period, the respective premature termination charge applies, as shown in the table below. Additionally, the remaining handset subscriptions must be paid.
25. Noted that, the switch to another Plan (Classic, soeasy pay as you go) or portability to another provider also constitutes termination.
26. To avoid network congestion and to protect the quality of service provided to customers, Cyta implements a Fair Usage Policy, which provides that the FLEX/FREEDOM Plans, which include unlimited local minutes and /or local SMS, are offered only for interpersonal communication and for private, personal use of the service. Under no circumstances is their use allowed for profit purposes or for resale of the service. Interpersonal communication in this respect refers to the standard person-to-person calls and sending of SMS from the hand of a human. Therefore, unlimited use is prohibited for multiple simultaneous calling, conference calling, re-supply, call center usage, telemarketing, bulk messaging, application-to-person communication, continuously call forwarding, auto-dialing, machine to machine communication, Cellular Trunking Units (CTUs), or any other activity that Cyta considers to be nonstandard usage or not fair. In case of breach of this condition, Cyta has the right, upon notice of the customer to apply charges, to transfer the client to another program and/or disconnect temporarily or permanently terminate the service without any further notice.
27. FREEDOM plans are offered for use on Mobile Phones, Smartwatches and/or Tablets. They cannot be used on other devices such as routers, dongles, laptops, etc. for which Mobile Broadband plans apply. For more information visit https://www.cyta.com.cy/mobile-internet/en
28. Regarding FREEDOM pay monthly plans with unlimited Mobile internet that are provided with data transfer speed limitation, detailed information is provided at www.cyta.com.cy/mobile.