

Information on Mobile Broadband service

1. The Mobile Broadband service is available to all new and existing Cyta customers and is provided on a monthly subscription basis.
2. The Mobile Broadband 3 and Mobile Broadband 4 plans include the option to receive a free Wi-Fi Router, subject to a 24-month commitment.
3. Each Mobile Broadband plan includes a specific amount of GB.
4. Choosing Mobile Broadband 3 or Mobile Broadband 4 plan with a Wi-Fi Router requires a 24-month commitment from the date of service activation and the payment of the monthly bill via direct debit. If a valid direct debit instruction is not already active to cover the Mobile Broadband 3 or Mobile Broadband 4 plan, a direct debit form must be signed. A recent bank document showing your IBAN number must also be submitted.
5. Upon completion of the Mobile Broadband service provision process, the included content becomes immediately active and is renewed monthly.
6. The monthly subscription of a Mobile Broadband plan is calculated on a daily basis. Therefore, a customer connected to the service by the 15th of a month will be charged a proportional subscription of the plan chosen and will be entitled to the total allowance of GBs.
7. The included GBs cover internet use/navigation via device within Cyprus and/or international roaming within the European Union.
8. For GB usage while roaming within the European Union, Cyta applies a Fair Usage Policy based on EU regulations for "Roaming Like at Home." Details are available at www.cyta.com.cy/roaming-like-at-home.
9. Unused GBs will not be carried over to the next month, for both the basic content and any additional Mobile Internet packages.
10. Data usage monitoring is provided with relevant notifications and options for the customer. If the data volume is exhausted within the month, additional charges will apply as shown in the table below.
11. In case of temporary disconnection (e.g., due to SIM card loss or delayed payment), the total plan subscription will continue to be charged.
12. Plan upgrade or downgrade is permitted given there are no device installments on the existing Mobile Broadband plan.
13. Plan, with device installments, can be a) upgraded to a Mobile Broadband plan with more GB's any time, b) downgraded to Mobile Broadband plan with less GB's is allowed only once every 3 months with a €25 fee.
14. Any change in the Mobile Broadband plan regarding increase/decrease in content does not affect the validity of the 24-month commitment. During the 24th month, upgrades or downgrades are allowed only alongside the renewal of the package for another 24 months.
15. Early termination or downgrading of the Mobile Broadband service with a device before the end of the 24-month commitment will incur an early termination fee of €25. Termination also includes transferring the service to another individual or legal entity or porting the number to another provider.
16. After the 24-month period, if the plan is not renewed or changed, the same Mobile Broadband plan will continue without a time commitment under the following subscription rates:

Mobile Broadband Plan	Monthly Subscription (incl. VAT)	Additional Usage Charge (incl. VAT)	Early Termination Fee for 24-Month Commitment
Mobile Broadband 1	€5	€2.50 / 200MB	-
Mobile Broadband 2	€12	€5 / 2GB	-
Mobile Broadband 3	€20	€5 / 10GB	€25
Mobile Broadband 4	€42	-	€25

17. To avoid network congestion and protect service quality, Cyta applies a Fair Usage Policy, stating that Mobile Broadband plans are intended exclusively for interpersonal communication and private, personal use. Usage for profit or resale is strictly prohibited. Interpersonal communication refers to human-to-human communication or SMS sent manually. In case of violation, Cyta reserves the right, after prior notice, to apply charges, transfer the customer to a different plan, or temporarily and/or permanently disconnect the service without further notice. Mobile Broadband 3 & 4 plans apply a fair use limit of 55GB/month for free consumption within the EU according to RLAH regulations.
18. Mobile Broadband plans are intended for use with tablets, routers, dongles, laptops, mobile gaming devices, and other Wi-Fi-enabled devices. For more information, visit <https://www.cyta.com.cy/mobile-wifi/en>
19. Customer creditworthiness is assessed based on Cyta's set criteria before the service is provided.
20. Cyta reserves the right to reject any application at its sole discretion.
21. These terms and conditions apply cumulatively and/or supplementarily to the Mobile service terms and/or any additional services and/or offers you may receive, as well as the specific terms of service included in the general contract.
22. Reselling the service or any part of it is prohibited.
23. All listed prices include VAT.
24. Cyta reserves the right to terminate the service if the above terms and conditions are not met.
25. Cyta reserves the right to amend the Mobile Broadband service's terms and conditions at any time. Updated terms and conditions will be published [here](#).